Chapter 2 System Messages

Overview

This chapter describes system messages Backup Director might generate during a backup, restore, or utility operation.

For additional detail, refer to the Administrator's Guide.

Contents

General Information

Errors, warnings, informational notes are part of a message database. The information retained in the messages file can be customized for each installation, including length of time messages are held in the file, types of messages to be displayed, and the maximum disk space occupied by the System Messages file. If desired, combinations of display filters can be configured, and easily changed, each time the file is displayed.

In addition to the System Messages screen display, a text file (PAL_LOG) is, by default, created to record system messages. The text log may be disabled using Configuration Manager and selecting the *Advanced* tab and the option *Enable Text Error Log*.

The following sections explain the severity of the messages posted to System Messages.

Errors and Warnings

Most commonly, fatal media errors and warnings posted to System Messages result from worn or defective media or backup device read or write heads that are in need of cleaning or repair.

Incompatible Formats

New blank media do not need to be formatted. Media already formatted by other vendors, or formatted in other than SIDF (System Independent Data Format), need to be formatted prior to use by Backup Director. To format media, use Media Manager, select *View* and *Mounted Media*, then highlight the media and select *Format.*

Proper Tape Tension

Tapes must have proper tension throughout to be reliably read and written. If it has been more than a month since a tape was last spun or if a tape experiences more than a 10-degree (Fahrenheit) change in temperature, it should be retensioned. Never use media until it has reached room temperature (allow one

hour for each 10-degree change). Use Media Manager to View/Mounted Media and Operations/Tension to retension the media.

> **NOTE:** 5GB Exabyte 8mm drives do not need tensioning. 4mm DAT (Digital Audio Tape) drives do not allow tensioning.

DOS and NetWare Messages

Backup Director must work within the environment provided by operating systems such as DOS and NetWare. Sometimes error messages are posted to System Messages as a result of a problem Backup Director encounters interfacing with these systems.

Problems can be a result of recent changes in the server or workstation environment. To help locate the source of the problem, review the following:

- NetWare RIGHTS granted to the auto login user must be Supervisor-equivalent, with no concurrent login, station, time, or other restrictions.

- Review the NetWare system log for dropped connections or other problems

- Check for any recent changes to server or volume names

- Check for any recent hardware changes and try substituting other hardware

- Check for any older TSAs or other NLMs using NetWare's Modules command from the server console. Using other than the recommended NLM versions can cause errors or "hang" situations that cannot post an error to System Messages.

Errors, Warnings and Notes

The System Messages database contains four types of messages:

ERROR Requires prompt corrective action.

WARNING Alerts to a potential problem, which may require action.

NOTE Contains information that may be useful.

INTERNAL Is usually caused by an internal software error. These errors should be reported to your reseller or Palindrome Technical Support.

Reviewing Messages

In Palindrome Control Console, select Status and System Messages to view messages in the System Messages database. Each message provides the following information:

Severity The message classification (for example, error, *warning*, *note*, or *internal*).

Module The program module in use when the message was posted to System Messages. For example: "PALMEDIA.NLM".

Code The combination of alpha and numeric characters assigned to each message (e.g. PLSM-53, APBU-41).

Date   The date and time the message was posted.

Job ID   The job queue number assigned to the job being serviced when the message was generated.

In addition, detailed Description and action Recommendations may be displayed.

Description or Reasons the message might have been posted. Recommended actions to correct errors (including **Recommendation** internal) and respond to warnings and notes. Because some messages are informational and require no action be taken, this portion of the display may be blank.

Linked messages

Some system messages are "linked" to other messages. The "primary" message (the first message) is displayed flush to the left of the System Messages display window. Messages "linked" to the primary message are displayed directly below the primary message and are inset to the right. Both the primary and linked messages should be reviewed.

Moving quickly through linked messages is possible by using the *Details* option and the Next and/or Previous buttons.

NOTE: In the following list of messages, "<< >>" represents variable information that is part of the message (such as a path or file name).

AP-series Messages

The AP messages pertain to general application exceptions.

AP-1

Insufficient rights to execute operation. The file that determines if the installation directory has create rights could not be created.

Log in as the Auto Login User and be sure enough space is available in the installation directory to create a file. Retry the operation.

AP-3

The Help file for this application was not found.

Copy the Resource files (*.RSF) from the Backup Director distribution diskette to the Backup Director installation directory (default=\PAL).

AP-4

Attempt to open the Help file failed.

1.   Ensure that the Help file exists in the Backup Director installation directory (default=\PAL).
2.   Ensure there is a search mapping to the installation directory.
3.   Verify that the user has access rights to the help.
4.   If the help file was deleted, copy the file from the Backup Director distribution disk to the installation directory.

AP-6

Operation was aborted.

If the operation was not intentionally aborted, rerun the operation. Note that this condition can result if the operation was running in unattended mode and user intervention was required or the operation was running in attended mode and the user interrupted the operation or chose to quit from a menu prompt.

AP-9

Missing NLM resources detected.

Rerun the environment checker program PALCHECK.NLM to determine which resources are missing and load them.

AP-10

Missing resource name: << >> .

Ensure that the Backup Director installation server is running the specified NLM.

AP-12

Command line syntax Help was requested.

AP-13

The System Control Database was not available to retrieve the Auto Login Name and password. Auto Login was not activated.

Retry the operation. If the error persists, the System Control Database may be corrupt. Insert the most recently used media into the drive and restore the System Control Database. See the Administrator's Guide for more information on restoring the System Control Database.

AP-15

Command was terminated as a result of a user's request.

AP-20

The evaluation period has expired. No more backup operations will be performed but data can still be restored.

Now that you have experienced the power and intelligence of Palindrome's backup and data management software, call Palindrome to order your copy of Backup Director !

Palindrome - North America (708) 505-3300
Palindrome - International +44 1344 360888

AP-22

The device << >> is configured as an autoloader, but no autoloader software is installed. Backup operations will not occur until autoloader software is installed and the device << >> is correctly configured.

Call Palindrome to order AutoLoader Software!

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Palindrome - International +44 1344 360888

After autoloader software has been installed, remove and re-add device using Device Manager and Operations/Scan for Devices. Then retry the operation.

AP-24

The version of PALLIB.NLM loaded << >> does not match the version expected << >> .

Unload PALLIB.NLM from the server (Note: other Palindrome NLMs will need to be unloaded first). Then copy the proper version of PALLIB.NLM to the SYS:\SYSTEM directory of your installation server. Then reload PALMEDIA, which will autoload PALLIB.NLM.

AP-25

Insufficient memory to complete the operation.

Free up RAM by eliminating or minimizing any programs that are Terminate-and-Stay-Resident (i.e. TSRs).

Consider using NetWare shells that can be loaded into high memory. When more memory is available, retry the operation. If the error persists, please call Palindrome Technical Support for assistance.

AP-26

Unable to find a resource matching << >> in Backup Director's databases.

Add the specified resource to the Protected Resource List.

AP-27

Unable to find a TSA/TS for resource << >> in Backup Director's database. An attempt was made to locate the Target Service Agent name by looking in the database for a resource using the same Target Service.

Add the specified resource to the Protected Resource List.

AP-28

Unable to connect to a Target Service Agent for resource << >> on Data Requestor(s) << >> .

Ensure that the TSA for the specified resource is loaded and re-insert the resource to the Protected Resource List.

AP-29

Job number << >> was submitted to the Job Queue for installation << >> .

AP-30

Unable to submit job to Job Queue for installation << >> . The request was not submitted to the Job Queue.

AP-31

Time Stamp: << >> .

AP-32

No Palindrome job queues were found on this server.

AP-41

A SCSI command trace has been generated for the last operation.

AP-42

Unable to locate application's resource files in the << >> directory. Resource files are required for all server based applications.

If the resource files are missing, copy them from the installation diskettes to where the NLMs are located or the installation directory. Ensure that there is a search path to this directory.

AP-43

Unable to establish the System Control Database that is located in the << >> directory.

AP-45

A File History Database already exists for resource << >> .

Choose an option from those listed below:

1.   Use the existing File History Database; the existing history for this resource will be retained.
2.   Create a new File History Database. WARNING: all existing history for this resource will be overwritten.

AP-48

The name space you choose now is the one you should continue to use for this resource as long as you will be protecting it.

Palindrome strongly suggests that after a resource is backed up, you do NOT change the name space being tracked. Modifying the name space after a resource has been backed up can change history information for that resource.

APBU-series Messages

The APBU-series messages relate to Backup Application exceptions.

APBU-3

Automatic operations do not accept resource specifications. Automatic operations are performed on all volumes and other resources in the Protected Resource List.

Reissue the command without the resource specification.

APBU-4

Only selective commands can exclude files.

Reissue the command without file exclusions, or issue a selective command if you want to specify files to exclude.

APBU-5

Only selective commands can include files.

Issue a selective command if you want to specify files to include. If you do not want to specify files to include, reissue this command without file inclusions. Also, ensure that a forward slash (rather than a backslash) is used with each command line option.

APBU-7

Selective commands require a file specification.

Reissue the command specifying at least one valid file path.

APBU-8

Operations to non-managed media require a media label specification.

If you want to use media not managed by this installation, a media label must be specified.

APBU-9

Specified backup command requires specified resource.

Reissue the command specifying the resource to be protected. To backup multiple resources, tag resources in Resource Manager and select Operations/Backup to re-submit the job for execution.

APBU-11

All media in the media set containing the media << >> should be retired. The automatic operation completed successfully, but the database was not updated to reflect that the Monthly or Annual media set was retired (due to the Monthly or Annual media Preserve Backups Configuration setting).

Using the Media Manager/Operations/Retire menu option, retire all of the media in the same set as the media specified above. This will prevent the reuse of this media set.

APBU-12

All media in the set containing the media << >> has been retired, because the Preserve Backups option was enabled and the media set qualified for preservation. The automatic backup operation completed successfully.

APBU-13

Unexpected error occurred during database maintenance on item << >> . This exception can occur when a backup is interrupted or when managed media is erased without the database being updated.

Verify the resource's File History Database in Resource Manager by selecting Operations/Database Maintenance and Verify.

APBU-14

File already exists on current media set: << >> . The file was not copied because there is an identical copy of the named file elsewhere on this media set.

APBU-15

File << >> is already fully protected. The file was not copied. A sufficient number of archive copies of this file exist (as determined by the Archive Copies configuration setting).

To allow additional copies of this file on backup media, use Configuration Manager's Configure/Operations and the Archive/Migrate tab to increment the Archive Copies Required for Full Protection, then repeat the operation. OR
Perform an operation to copy the file to an un-tracked session on media.

NOTE: Un-tracked sessions are not managed; the System Control Database will not reference the session or the names of files contained within that session.

APBU-16

Logical device name << >> not found in the database.

Use Device Manager to view currently configured backup devices and Operations/Scan for Devices to add and configure additional devices.

APBU-17

Media label << >> not found in the database.

Use Media Manager to view active media labels in the media sets. Reissue the command using a correct active media label.

APBU-18

Source resource << >> not found in the System Control Database.

Verify the resource specification. A File History Database must exist for the source resource. If this resource's File History Database was accidentally deleted, restore the database from media.

APBU-28

Illegal combination of operation group << >> and code << >> attempted. This is an internal software failure.

Reissue the request. If the error persists, report it to Palindrome Technical Support.

APBU-29

The Protected Resource List is empty. No volumes or other resources are configured for backup.

Add volumes and other resources to the Protected Resource List by selecting Operations and Add Resources in Resource Manager.

APBU-30

Possible VIRUS! << >> Size change in: << >> . The named COM or EXE file changed size but did not change date. This is a typical pattern for a virus trying to hide itself.

Scan the file for viruses. If you are certain there are no viruses, check the file for possible corruption or run VREPAIR on a NetWare volume.

Sometimes volume corruptions or file system (FAT) problems can cause these warnings. Disk compression utilities (such as Stacker) can also cause these warnings, but may be ignored.

APBU-31

The << >> operation was performed on resource << >> using media << >> in device << >> . The session was completed with notes.

This is an informational message that reports the operation that was in progress.

APBU-32

The << >> operation was performed on the resource << >> using media << >> in device << >> . The session was not completed due to a media problem. A media problem occurred while processing the request.

There is something wrong with the media (or the media may have filled with data) that prevents completing the request. Additional media may be requested to complete the operation.

If a problem exists other than normally filled media, use Media Manager to select the media label and Operations/Verify to verify data integrity (and Operations/Retire to remove the media from rotation if necessary).

APBU-34

The << >> operation was performed on the resource << >> using media << >> in device << >> . The session was not completed due to an unexpected error that occurred while processing the request.

APBU-37

Configured tracking name space on resource << >> was not found. The resource was not protected.

Reconfigure the tracking name space on the resource to use a supported name space or reinstall name space support for the tracking name space.

APBU-38

Configured tracking name space on resource << >> was not found. << >> resource was backed up using the DOS name space as the default.

Reconfigure the tracking name space on the resource to use a supported name space or reinstall name space support for the tracking name space.

APBU-39

Modified operations are not supported by non-volume resources such as << >> . The operation type was changed for the specified resource only, and the operation continued on this resource. The operation on the resource was changed as follows: Incremental Backup to Full Backup This ensures that data is adequately protected since incremental operations cannot be performed on non-volume resources.

APBU-41

Cannot connect to resource << >> . No operations can be performed.

Check for the following conditions:

1.   Incorrect user name
2.   Incorrect password
3.   Target machine may be unavailable
4.   Resource may not be on the Protected Resource List.
5.   Be sure that user has no concurrent connection limitations.

APBU-42

Cannot connect to resource << >> . System Control Database cannot be protected.

Follow the recommended actions for error APBU-41.

APBU-43

Cannot connect to resource << >> . File History Database for resource << >> cannot be protected.

Follow the recommended actions for error APBU-41.

APBU-45

The << >> operation has started on resource << >> using media << >> in device << >>.

APBU-46

Operation has started on resource << >> .

This is an informational message that reports the initiation of a migration operation and requires no action.

APBU-48

The << >> operation performed on the resource << >> using media in device << >> has completed successfully.

APBU-50

The backup operation required the device << >> with the media label << >> . The media found in this device has label << >> .

Insert expected media into the backup device and retry the operation.

APBU-51

The backup operation required the device << >> with the media label << >> . There was no media label on the media in this device.

Insert the expected media label and retry the operation.

APBU-52

The backup operation required the device << >> with the media label << >> . There was no media in this device when it was accessed.

Insert expected media into the backup device and retry the operation.

APBU-53

The backup operation required the device << >> , but this device was not accessible.

Be sure the device is on, check cabling, and use Device Manager to view configured devices and Operations/Scan for Devices to add a device if necessary.

APBU-54

The backup operation required the volume << >> , but the volume was not accessible.

Check for lost connections and make the volume accessible.

APBU-55

The backup operation required the resource << >> . The File History Database with this name was not accessible.

Verify the File History Database by selecting Operations/Database Maintenance and Verify to verify history database integrity. If this is not successful, restore the File History Database from media and retry the operation.

APBU-56

The backup operation was requested to perform an unknown operation. The operation code specified was << >> .

Retry the operation.

APBU-57

File History Database maintenance has started for resource << >> . This is an informational message that is reported for tracking purposes.

File History Database maintenance is performed to synchronize the information that is currently on disk with the information contained in the File History Database. Any synchronization of media information that has been deferred for this resource is also performed at this time. Deferred maintenance results from Retiring, Forgetting, or Erasing Media.

APBU-58

File History Database maintenance completed successfully for resource << >> . This is an informational message that is reported for tracking purposes.

File History Database maintenance is performed to synchronize the information that is currently on disk with the information contained in the File History Database. Any synchronization of media information that has been deferred for this resource is also performed at this time.

Deferred maintenance results from Retiring, Forgetting, or Erasing Media.

APBU-59

File History Database maintenance was unsuccessful for resource << >> .

The reason the maintenance failed is specified in the following message.

APBU-61

Unexpected message (type) received. Expecting message of type << >> . The subprocess may have been unloaded, or might have failed for other reasons.

Check server memory and add memory if needed or lower the number of concurrent processes through Configuration Manager.

APBU-62

A subprocess unexpectedly terminated. The name was << >>.

APBU-63

The unknown status << >> was returned by subprocess << >> . The operation being performed will be rescheduled and repeated.

If the problem persists, you may need to press to halt this backup operation. Then check server memory and add memory if needed or lower the number of concurrent processes through Configuration Manager.<W9S>

APBU-64

A registration message was received from sub-process << >> , but there is no record of this operation.

If this was a legitimate sub-process attempting to communicate, it may be necessary to press <<ESC>> to halt this backup operation.

Check server memory and add memory if needed or lower the number of concurrent processes through Configuration Manager.

APBU-65

There were scheduled operations to perform, but no operations were performed. The operation was halted because no resources were available to continue progress.

1.   Re-submit this operation when resources (e.g. media and devices) have been made available.
2.   Check server memory and add memory if needed
3.   Lower the number of concurrent processes through Configuration Manager.

APBU-66

The << >> operation has completed.

APBU-67

Internal error: << >> No more volumes to schedule.

APBU-68

Only one source volume can be specified with this command.

Resubmit the command, specifying only one volume. If necessary, submit one command for each volume.

APBU-70

Job could not start in queue due to conflicts with jobs already running.

This is an informational message. The jobs will be automatically re-submitted when there are no longer any conflicts.

APBU-71

The backup engine was unable to establish the communication channels required to support the client user interface.

Retry the operation. If unsuccessful, try unloading and reloading the Job Server (PALJSRVR.NLM).

APBU-72

The database maintenance process was unable to establish the communication channels required to support the client user interface.

Retry the operation. If unsuccessful, try unloading and reloading the Job Server (PALJSRVR.NLM).

APBU-73

The operation called for non-managed media and the overwrite option was selected. The media set << >> has been overwritten.

APBU-74

Unable to add a blank media to the media set whose database identifier is << >> .

From the server console, type "LOAD PAL.NLM" and select the Verify System Control Database option. If the System Control Database remains corrupted, use Restore System Control Database to restore the database from media.

APBU-75

A job was started, but did not connect within the time limit. The job will be rescheduled.

The server may be overloaded. Reducing the number of concurrent backup jobs may help.

APBU-76

The Automatic backup was successful. A detailed report is attached to this exception. If electronic mail notification is configured, the report will be sent.

APBU-77

The Automatic backup did not complete successfully. A detailed report is attached to this exception. If electronic mail notification is configured, a report will be sent.

APBU-78

An error occurred while protecting the File History Database for volume << >> . The database is located at << >> . File History Databases must be backed up for proper data protection.

Check to be sure that no RULES settings prevent the File History Database from being backed up and

retry the operation.

APBU-79

An error occurred while protecting the System Control Database. The database is located at << >> . The System Control Database must be backed up to properly protect data.

Check to be sure that no RULES are set that would prevent the System Control Database from being backed up and retry the operation.

APBU-80

The resource << >> was not adequately protected; therefore, a Full Backup operation was performed. A Full Backup had not been performed on this resource since the last media rotation. The operation on the resource was changed to a Full Backup to ensure that data is adequately protected.

APBU-81

The resource << >> has not been adequately protected.

Make the resource available, and perform a Full Backup operation on the resource to ensure the resource is properly protected or the resource can be deactivated from the Protected Resource List.

APBU-82

The subprocess << >> could not be started.

Check the search path to ensure that the directory where the subprocess can be found is included. Ensure that a copy of the subprocess can be found.

<u>APDM-series Messages</u>

APDM-series messages pertain to HSM software exceptions.

APDM-1

Prestaging has started on << >> .

APDM-2

Prestaging has been paused on << >> .

APDM-3

Prestaging completed successfully on << >> .

APDM-4

Migration has started on << >> .

APDM-5

Migration has been paused on << >> .

APDM-6

Migration has completed successfully on << >> .

APDM-7

After the migration process completed, the total size of the files on << >> was above the Low Water Mark.

APDM-8

The total size of the files on << >> has exceeded the High Water Mark.

APDM-9

Prestaging was aborted for << >> .

APDM-10

Migration aborted: << >> .

APDM-11

A phantom file for the file << >> could not be created.

APDM-12

The file << >> could not be scanned for reason << >> .

APDM-13

The file << >> could not be deleted.

APDM-16

Volume << >> has become inaccessible.

APDM-17

Volume << >> has become accessible.

APDM-18

Configuration Manager cannot be used to update configuration information while prestaging or migration is being performed.

Attempt the operation again when the other operations have completed.

APDM-19

Cannot open the HSM report file in << >> .

Check the permissions and disk space issues (using the DSPACE command) for this directory. Be sure no other HSM task is being performed simultaneously on this volume.

APDM-20

Cannot remove the HSM report file in << >> .

Check the permissions and disk space issues (using DSPACE command) for this directory. Be sure no other HSM task is being performed simultaneously on this volume.

APDM-21

Volume << >> has reached the high (on hold) state.

APDM-22

Volume << >> has left the high (on hold) state.

APDM-23

Migration has been restarted on << >> .

APJS-series Messages

The APJS-series messages pertain to Job Server application exceptions.

APJS-1

The Job Server has loaded.

APJS-2

The Job Server is unloading at the operator's request.

APJS-3

A new job queue was created for installation << >> . The Job Server was unable to find a job queue for the installation, so a new one has been created.

APJS-4

The job queue has been halted by the operator. The Job Server will not begin servicing new jobs until the Job Queue has been restarted by the operator. Jobs that are already being serviced will continue processing.

APJS-5

The job queue has been restarted by the operator. The Job Server will now resume servicing new jobs.

APJS-6

Beginning service of job number << >> . The Job Server has begun to service the named job.

APJS-7

Finished servicing job number << >> . The Job Server has finished servicing the named job.

APJS-8

Remainder of job number re-submitted as job number << >> . The Job Server has submitted the named new job containing work that remained from the named job.

APJS-9

Requeuing job number << >> . The Job Server has requeued the named job for later processing.

APJS-10

Requeuing stranded job number << >> . The Job Server has requeued the named stranded job for later processing. This job became stranded when the Job Server lost contact with the executable that was processing it.

APJS-11

Forcibly requeuing job number << >> .

The Job Server has requeued the named job for later processing.

APJS-12

Unable to finish processing job << >> . This is an internal software error.

APJS-13

No suitable idle client service objects were found. This is an internal software error.

APJS-15

Unable to load executable << >> . The Job Server was unable to load the named executable.

APJS-16

Unable to begin processing job number << >> . This is an internal software error.

APJS-17

Unable to accept new connection request from executable. This is an internal software error.

APJS-18

Unable to accept new connection request from Windows/NLM client. This is an internal software error.

APJS-19

Unable to process list of new connections. This is an internal software error.

APJS-20

Unable to process new connection. This is an internal software error.

APJS-21

Unexpected message (type) received. This is an internal software error.

APJS-22

Unable to remove item from an internal list. This is an internal software error.

APJS-23

Unable to provide IPC channel of executable processing job << >> . The Job Server was unable to provide a Windows/NLM client with the IPC channel of the executable that is processing the named job. Typically, the job is not being processed.

APJS-24

Unable to delete stranded client service objects. This is an internal software error.

APJS-25

Unable to terminate expired client service object. This is an internal software error.

APJS-26

Unable to process expired client service objects. This is an internal software error.

APJS-27

Unable to find client service object for job << >> . This is an internal software error.

APJS-28

Unable to remove connection for job << >> from list. This is an internal software error.

APJS-29

Unable to receive message on Windows/NLM client connection. This is an internal software error.

APJS-30

Unable to remove Windows/NLM client connection from list. This is an internal software error.

APJS-31

Discarding an unexpected message from a Windows/NLM client. This is an internal software error.

APJS-32

Unable to process Windows/NLM client requests. This is an internal software error.

APJS-33

Unable to delete Windows/NLM client connection object. This is an internal software error.

APJS-34

Unable to drop Windows/NLM client connections. This is an internal software error.

APJS-35

Unable to communicate with executable processing job << >> . This is an internal software error.

APJS-36

Unable to process active client service objects. This is an internal software error.

APJS-37

Unable to configure client service object. This is an internal software error.

APJS-38

Unable to configure client service objects that are ready for work. This is an internal software error.

APJS-39

Unable to delete all client service objects. This is an internal software error.

APJS-40

Unable to forcibly remove client server object. This is an internal software error.

APJS-41

Unable to remove new connection from list. This is an internal software error.

APJS-42

Unable to delete all new connections. This is an internal software error.

APJS-43

Unable to provide status for job << >> .

The Job Server was unable to provide a Windows/NLM client with status information for the named job. Typically, the job is not being processed.

APJS-44

Unable to update new Windows/NLM clients. This is an internal software error.

APJS-45

Unable to inform Windows/NLM clients of change in status for job << >> . This is an internal software error.

APJS-46

Unable to access job queue. The Job Server is unable to access the job queue. Jobs in progress will continue, but the Job Server will be unable to service new jobs until the queue is accessible again. Note that the queue cannot be serviced during the short time that the bindery is being backed up.

APJS-47

The job queue is accessible again.

The Job Server is once again able to access the job queue. Processing will resume.

APJS-48

Unable to collect job queue status information. The Job Server periodically collects job queue status and broadcasts this information to all attached Windows/ NLM clients. Due to this error, those broadcasts are now suspended.

APJS-49

Once again able to collect job queue status information. The Job Server is once again able to collect job queue status information. Broadcasts of this information to attached Windows/NLM clients will resume.

APJS-50

Unable to update Windows/NLM clients with job queue status. This is an internal software error.

APJS-51

Unable to update the timeout seconds for all client service objects. This is an internal software error.

APJS-52

Unable to send acknowledgment to Windows/NLM client of Job Server configuration update. The Job Server was unable to provide a Windows/NLM client with a message acknowledging a configuration update.

APJS-53

Unable to update Job Server configuration as directed by Windows/NLM client. The Job Server's configuration is now out of synch with the Windows/NLM client configuration changes. The Job Server will continue as previously configured.

APJS-54

Job needs attention: << >> .

APJS-55

Unable to load Job Server configuration. If this error occurs during Job Server startup, it is a fatal error. If the error occurs after startup, the Job Server will continue without changing its configuration.

APJS-56

Unable to synchronize job queue member. The Job Server periodically synchronizes the job queue's membership rosters to those in the System Control Database.

The named job queue member could not be added or removed from the job queue's membership roster. This is not a fatal error, but the named member may have difficulty accessing the job queue.

APJS-57

A new Windows/NLM client channel has been established. An error has occurred which would prevent Windows/NLM clients from connecting to the Job Server. To correct, the Job Server has established a new channel for Windows/NLM clients to use.

APRS-series Messages

The APRS-series messages pertain to Restore application exceptions.

APRS-4

Source resource specified on the command line was ignored. When a source resource is specified and a Session Description (/D) is used, the source is ignored but the operation continues.

APRS-5

Destination resource specified on the command line was ignored. When restoring files to their original location, a destination resource is not allowed.

APRS-7

Unable to determine appropriate media to restore directory structure for resource << >> . The media was either Forgotten or Erased.

1.   Tag the resource in Resource Manager.
2.   Use Operations/History Database Maintenance and Synchronize the<r> File History Database.
3.   Tag the resource in Resource Manager.
4.   Use Operations/Restore and the Directory Structure option to<r> restore the directory structure.

APRS-8

Unable to determine appropriate media to restore File History Database for resource << >> . The media was either forgotten or erased OR this is a Full Resource restore operation but the File History Databases were never protected (the datasets, but not the File History Databases, had been backed up with a selective operation).

If the File History Databases were never protected, they are not available to restore data.

If the File History Databases were protected, perform the following steps:

1.   Tag the resource in Resource Manager.
2.   Use Operations/History Database Maintenance and Synchronize the<r> File History Database.
3.   Tag the resource again.
4.   Use Operations/Restore and the File History Database option to restore the File History Database.
5.   Retry the operation.

APRS-10

Path << >> is unknown to database << >> . No files scheduled for restore because the specified path has never been backed up with this installation.

Verify that the path specified on the command line was entered correctly. If the path exists but files in this path have never been backed up, there are no files on backup media to be restored.

APRS-12

File << >> exists on disk.

---------- Date/Time ------ Size on disk: << >> and on media: << >>>

The operator is asked about overwriting the existing file on disk with the file on media. A selection is made whether or not to overwrite the file on disk.

APRS-17

Bindery file << >> exists on disk.

---------- Date/Time ------ Size on disk: << >> and on media: << >>

The operator is asked to decide whether or not to overwrite the existing Bindery files on disk with the Bindery files on media. (Since the Bindery files are handled as a group, restoring the version of the Bindery on media will overwrite the entire Bindery on disk.)

APRS-18

Not all scheduled files were restored. The job has been placed on Server Hold in the job queue.

Determine if the job should be re-submitted at a later time or aborted. If re-submitting the job, be sure to load media containing the remaining files to restore prior to re-submitting the job.

APRS-21

No files specified for restore on the command line.

Specify the files to be restored on the command line or use the /C option to reference a command file.

APRS-23

Path << >> was not found in the path database.

Check the path specified on the command line to ensure it was entered correctly. If the path exists but files in this path have never been backed up, there are no files on backup media to be restored.

APRS-24

An Overwrite rule change was requested for the remainder of this restore operation.

Choose the appropriate overwrite rule from those listed below.

APRS-25

No files scheduled (or eligible) to be restored for resource << >> .

This error can be caused by one or more of the following:

1.   The files specified for restore already exist on disk and will not be overwritten due to the Overwrite File parameter set in Configuration Manager.

2.   Files were not found on media because the database is corrupt. Select Operations/History Database Maintenance in Resource Manager and Verify. Then retry the operation.

3.   Check the Time Zone (TZ) environment variable settings. Files backed up under one time zone setting and tagged for restore under another time zone setting, will cause a mismatch and these files will not be restored. Note that Palindrome does not recommend using the TZ Variable.

APRS-32

The System Control Database has no record for resource << >> . History for session << >> cannot be

posted to the File History Database due to a database problem.

Although the File History Database contains no information about this session, the data may exist on backup media and may be restored using Media Manager.

APRS-33

The System Control Database has no record for media labeled << >> . History for session << >> cannot be posted to the File History Database due to a database problem.

Although the File History Database does not have information about this session, the data may exist on backup media and can be restored using Media Manager.

APRS-36

File << >> not found in database.

APRS-37

The /D and the /N parameters cannot be used together on the same command line.

Reissue the command and specify either the /D (Session Description) or the /N (Session Number) parameter.

APRS-38

No operation was specified on the command line.

Reissue the command specifying one of the PALREST parameters: /RC Restore System Control Database /RD Restore directory information for a volume /RF Restore Flat /RH Restore File History Database /RO Restore Original /RR Restore Redirect .

APRS-39

For some reason the user has chosen to abort this restore request.

Normally, the operator should continue the request to complete the file restore process. If the operation is Aborted, the remainder of the operation is cancelled and no more files will be restored.

APRS-41

The Target Service Agent (TSA) to which you are redirecting does not support redirection.

Reissue the command and specify a different target location.

APRS-43

An error occurred when restoring session << >> . The remainder of the restore from this session will be skipped.

Attempt to continue the operation.

APRS-44

An error occurred restoring from the media . The remainder of the restore from this media will be skipped.

Attempt to continue the operation.

APRS-45

An error occurred while processing this restore operation. The remainder of this operation will be skipped.

Attempt to continue the request.

APRS-46

No item(s) were scheduled for restore from session << >> .

Unless the session was named in a command line, the restore process will continue checking other sessions for the item(s). If the session name was issued in a command line, check the spelling of the session name and reissue the command.

APRS-47

<< >> % of the << >> required file(s) were scheduled from session << >> . This session will not be used for the restore.

APRS-49

System Control Database found in session << >> was written to media labeled << >> on << >> .

Verify that this is the most recent version of the System Control Database before continuing the restore operation (the most recent version of the System Control Database was written to media during the most recent backup operation). Note that failing to restore the most recent System Control Database can result in the loss of valuable file backup history information.

APRS-50

The System Control Database does not exist on this media.

Load a different media, then restore the System Control Database from that media.

APRS-51

Source resource not specified. A source resource is required for the restore operation requested.

Reissue the command and specify a source resource.

APRS-52

A target resource not specified. A target resource is required for the restore operation requested.

Reissue the command and specify a target resource.

APRS-53

Unable to obtain configuration information for File History Database location.

Perform one of the following:

1.   Check the File History Database location in Resource Manager and reconfigure it if necessary.

2.   Restore/redirect the current version of the File History Database from the original volume to an existing target volume. OR Create new File History Databases by deleting and re- adding the volume to the Protected Resource List using Operations/Add Resource (NOTE: all existing history for this volume will be deleted.)

APRS-54

No sessions found on media << >> that contain data to satisfy the restore request.

Complete the restore request by repeating the operation on another media that contains sessions for the volume.

APRS-55

Restore operation did not complete. The job has been put on server hold.

Use Control Console to view the Job Queue, insert missing media needed for the restore request, and release jobs on hold.

APRS-56

The System Control Database cannot be restored in unattended mode.

Reissue the restore command without the /Q parameter.

APRS-57

File History Database that was to be restored represents resource << >> . This resource is not currently on the Protected Resource List. This can occur if the resource was deleted from the list or if the resource was renamed.

1.   Tag the resource in Resource Manager.
2.   Select Operations/Restore to restore and redirect the existing File History Database to a specified target volume.
OR

1.   Delete the resource from the Protected Resource List.
2.   Re-add the resource to the Protected Resource List in Resource Manager. NOTE: All existing history for the resource will be deleted.

APRS-58

An error occurred when determining which media to use for the operation.

Attempt to continue the operation.

APRS-59

Unable to determine File History Database location for resource << >> . The target resource << >> must be configured on the Protected Resource List in order for the File History Database to be restored to its proper location.

Add the target resource to the Protected Resource List in Resource Manager using Add Resource and retry the restore operation.

APRS-60

This restore request cannot be processed because a valid System Control Database could not be found. This job will be placed on server hold.

Restore the System Control Database from media to the installation directory as follows:

1.   Use Control Console (PAL.NLM) on the installation server and select [Recover System Control Database] to restore the most recent System Control Database.
2.   Re-submit the restore request.

APRS-61

The /RD operation does not allow the overwrite options 'older'(/PO) or 'prompt' (/PP) on the command line.

Resubmit the request, specifying either no overwrite option or one that is legal for the /RD operation.

APRS-62

Internal software exception.

APRS-63

Restore job << >> completed successfully.

After reviewing any error messages, resubmit the job.

APRS-64

Restore job << >> did not complete successfully.

APRS-65

Auto login user mismatch. Original Auto Login User: << >> Current Auto Login User: << >> .

Select [Use Original Auto Login User], if this user exists, or select [Use Current Auto Login User].

APSC-series Messages

The APSC-series messages pertain to System Control Database exceptions.

APSC-1

A request to restore the System Control Database to << >> has been submitted.

To monitor the restore process, select the [Job Queue] button from the main menu screen.

APSC-2

The Job Server was unloaded while a previous System Control Database is being restored.

The restore process will continue when this message has been acknowledged by the operator.

APSC-3

Automatically unloading the Job Server has failed and the restore of a previous System Control Database cannot proceed.

Switch to the System Console screen and enter the command: UNLOAD PALJSRVR. Ensure the Job Server has been unloaded by entering the command [MODULES] at the Server Console. PALJSRVR.NLM should not show on the list. After the NLM has been unloaded, return to this screen, acknowledge this message, and the restore process will continue.

APSC-4

Switch to the server console screen and enter the command LOAD << >>. The Job Server could not be automatically loaded and is required to recover the System Control Database.

Ensure that PALJSRVR.NLM is loaded by entering the command MODULES at the server console and review the list of loaded modules. If not listed, type LOAD PALJSRVR /I [path to the location of the System Control Database]. After the NLM is loaded, return to this screen acknowledge this message, and the restore process will continue.<W9O>

APSC-5

The attempt to access the network has failed.

Verify that the Login User Name and password specified in the restore dialog are correct.

APSC-6

Continuing with this operation will overwrite the System Control Database located at << >> .

Select [Continue] to continue overwriting the System Control Database and [Abort] to cancel the operation.

APSC-7

Continuing this operation will overwrite the System Control Database located at << >> .

Ensure that PALJSRVR.NLM is loaded. The syntax for the load command is LOAD PALJSRVR /I[path to the System Control Database]. Select [Continue] to continue the operation or [Abort] to cancel<W9O>.

APSC-8

The restore of the << >> System Control Database to location << >> is about to begin.

Ensure that the path specified above is correct. If correct, restore the System Control Database from media by selecting the [Continue] option to continue or [Abort] to cancel this request.

APSC-9

By relocating the System Control Database to << >> , the existing path to the System Control Database will no longer be valid.

APSC-17

The auto login user << >> does not have supervisor object rights to the container where this server resides.

Grant the login user Supervisor object rights to the container where the installation server resides.

For more information, refer to the section "Moving An Installation" in the *Administrator's Guide*.

APUT-series Messages

The APUT-series messages relate to Utility Application exceptions.

APUT-39

System Control Database session << >> was copied and renamed to << >> . This is an informational note. When performing a Copy Media operation where the source backup device contains data that was written by a version of the NLM product previous to 3.0, the System Control Database sessions are renamed as they are copied to the target device.

APUT-40

Source session << >> will not fit on target media.

Verify that the target media has sufficient free space to hold all data from the source media or use a Blank media. Issue a Copy Media command and specify the source session named above (with the /D Description parameter). The Copy Media operation will continue, starting with the named session.<W9ISO>

APUT-42

Error activating Summary Journal.

APUT-44

Unable to locate device << >> in database.

Verify that the target device name was entered correctly on the command line. If the name was entered correctly, use Device Manager to verify that the specified device is configured for use. Configure the backup device, if necessary.

APUT-45

Label of target media does not match label of source media.

When appending to a duplicate media, both the source media and the target media must have the same label. Be sure the media in the target backup device has the same label as the media in the source backup device.

APUT-48

ECC Verification passed for session << >> on . The specified session was verified and no ECC errors were detected.

APUT-49

ECC Verification failed for session << >> on << >> . The named session on backup media failed its ECC verification.

The data in the session indicated should not be relied upon since it may be corrupt. This may indicate a hardware problem (such as an unterminated SCSI bus) or a software problem.

APUT-50

CRC Verification passed for session << >> on << >> .

The specified session was verified and no CRC errors were detected.

APUT-51

CRC Verification failed for session << >> on << >> . The named session on backup media failed its CRC check.

The data in this session should not be relied upon since it may be corrupt. This may indicate a hardware problem (such as an unterminated SCSI bus) or a software problem.

APUT-52

Copy Media operation specified the same source and target device name. A media cannot be copied onto itself.

Reissue the Copy Media command and specify different source and target device names. Note that the source can be specified by device (/U) or label (/L).

APUT-53

CRC Verification failed for: << >> .

The named data set on backup media failed its CRC check. The data in this data set should not be relied upon since it may be corrupt. This may indicate a hardware problem (such as an unterminated SCSI bus) or a software problem.

APUT-54

A second device was not obtained for copying media.

Repeat this operation when backup devices and media are available.

APUT-55

Out of << >> bytes written, there were << >> rewrites.

APUT-56

Out of << >> bytes read, there were << >> rereads or ECC usage.

APUT-58

The formats of the source and target media are not compatible. Palindrome Data Format media, which were only created with non-SMS versions of the software, can only be copied to existing Palindrome Data Format media.

If the target media is blank, but was formatted using the Palindrome Data Format, then use the format command to convert it to an SIDF blank. The copy can then be performed.

APXLT-series Messages

The APXLT-series messages pertain to File History Database Translation exceptions.

APXLT-1

The history database for the resource << >> has been successfully translated.

APXLT-2

The File History Database for the resource << >> has already been translated.

APXLT-3

Translation of the File History Database for the resource << >> has been aborted.

Re-submit the translation job to translate this database.

APXLT-4

Translation of the File History Database for the resource << >> has been halted due to an error.

translation job for this database.

AS-series Messages

The AS-series messages pertain to system Control Database exceptions.

AS-10

Resource label on local drive has been changed. The original label was << >> .

Protect the resource using the new label, or change the label back to its original name.

BS-series Messages

The BS-series messages relate to Backup Session exceptions.

BS-2

Session Index CRC failed: . No history will be posted for session.

Check cabling and SCSI bus termination.

BS-3

CRC Verification passed for volume << >> , session << >> , on media << >> .

BS-4

The operation performed on << >> to << >> failed CRC check. The session is invalid.

BS-5

Resource << >> cannot be accessed. The operation was aborted. This volume or other resource could no longer be accessed while writing to media. The operation will continue with the next resource on the

Protected Resource List. There will be no record of the aborted session.

This error can be caused if the server volume is powered down or if a network connection is lost. Make the resource accessible and rerun the operation on that resource.

BS-6

Session << >> was truncated. End-of-Media was reached on media << >> .

Repeat the operation with media containing a sufficient amount of available space. With an autoloader and eligible or blank media available, this operation will normally complete without requiring intervention.

BS-7

The backup session does not contain all files selected for the operation due to insufficient room on the media. Backup Director will request another media and will automatically create an additional session to protect the data that was missed.

If additional eligible media are not available, the backup operation will terminate as an incomplete operation. To protect the missed data, re-tag the resource and repeat the backup operation with eligible media.

BS-9

Item << >> is larger than the capacity of this media and will not be protected. The item size is <F11%11><< >> and the media capacity is << >> <F15%15>.

If the item size is smaller than that of a blank media, copy this item to blank media OR divide the large item into smaller-sized items and copy to this media type OR use a higher capacity media type.

BS-12

Item << >> was the first item not scheduled for this session. The item size is. The session has scheduled << >> of the << >> space remaining on the media.

This note is normally displayed when Backup Director nears a full media or full session condition. The specified item will be protected when the operation continues with either a new session or a new media. If this same item is repeatedly reported, ensure that the item is not a sparse file.<F11%11>

BS-16

Cannot create phantom for << >> .

Ensure that the logged in user has Supervisor-equivalent Rights. Logging in as the Auto Login User should ensure Supervisor-equivalent Rights.

BS-17

Cannot migrate << >> .

Ensure that the logged in user has Supervisor-equivalent rights. Logging in as the Auto Login User should ensure Supervisor-equivalent rights. Also, check to see if the file is a Read-Only file. Backup Director cannot migrate read-only files.

BS-20

File << >> was open during backup. Protection is suspect. The file may be corrupt because another process had the file open for writing while it was being backed up.

BS-21

Unable to access file << >> . The file or directory's permission setting does not allow the access requested by Backup Director. This note may appear if Backup Director tries to open an existing Read-Only file for writing, tries to open a directory instead of a file, or encounters a locking or sharing problem.

BS-22

Unable to protect Execute-Only file << >> . The Execute-Only attribute prevents files from being copied; therefore, Backup Director cannot back up files with this attribute. The Execute-Only attribute should only be assigned if an Archive copy of the file exists (since the attribute cannot be removed).

BS-23

Unable to open file << >> . Additional information: << >> This indicates that no backup or restore operation was performed on the file.

This can be caused by any of the following conditions:

1.   The specified file was available during the file scheduling step of the backup process but was deleted prior to the step that copies the file to media.

2.   The argument list may be too long. Try putting some of the<r> command line arguments into a commands file.

3.   The file to be created may exist on disk and the Overwrite option<r> setting does not allow the disk file to be overwritten.

4.   The file cannot be opened because too many files are already open<r> and there are no file handles available.

BS-24

There is insufficient space on the media to write the File History Database.

BS-25

CRC verification failed for << >> .

CRC verification failed for the specified dataset. If the operation being performed was a managed backup operation, history for the dataset will not be updated.

BS-26

Media << >> is full.

Repeat the operation with media containing a sufficient amount of available space. If you have an autoloader containing blank or other eligible media, this operation will normally continue without requiring intervention. Otherwise, make media available and repeat the operation.

BS-27

Media << >> is not formatted for use with this version of Backup Director. Version: << >> was expected,

but version: << >> was found.

Repeat this operation with properly formatted media. Use Media Manager to perform Operations/Format.

BS-28

Unable to read file. This may be the result of a locking or sharing problem. The user may not have sufficient rights to access the file.

Ensure that the logged in user has Supervisor-equivalent or Admin equivalent rights. Note that an attempt will be made to backup the file during the next automatic operation.

CL-series Messages

The CL-series messages pertain to collection component usage exceptions.

CL-1

Collection is empty.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-2

Collection is full.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-3

Internal collection error.

This error may be caused by an environmental conflict. Unload any unnecessary TSRs and any NLMs not required at this time. Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-5

Collection access out of bounds.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-6

Collection cannot assign memory.

This error may be caused by insufficient RAM (memory).If possible, free up some memory and retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-7

Collection item not found.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-8

Collection assignment failure.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-9

Collection block too small.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-10

Collection node full.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CL-11

Collection has no RAM to hold data.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

CMD-series Messages

The CMD-series messages relate to command line exceptions.

CMD-1

Invalid option << >> found on command line.

Check the command line syntax and retry the operation.

CMD-2

Incomplete command line option << >> .

Verify that you are using proper command line syntax and retry the operation.

CMD-3

A second instance of the << >> option was found on the command line. This option can be used only one time per command line.

Check the command line syntax and reissue the command specifying this option only once.

CMD-4

The << >> operation is the second operation requested on the command line. Only one operation can be specified on a given command line (any subsequent operations are invalid).

Check the command line syntax and reissue the command specifying only one operation.

CMD-5

Invalid syntax for file specification << >> .

Check the syntax and the file specification spelling. If a backup operation is being performed, ensure that the file exists. Reissue the command with the correct file specification. If you are trying to backup or restore a file with special characters in its name, enclose the filename (and any spaces) in quotation marks.

CMD-6

Invalid syntax for path specification .

Check the syntax and path specification spelling.

If performing a backup operation, ensure the path exists, then reissue the command with the correct path specification. If the backup or restore is for a file with special characters in its name, enclose the filename (and any spaces) in quotation marks.

CMD-7

Invalid syntax for resource specification .

Check the syntax and resource specification spelling and retry the operation. If the backup or restore contains a file with special characters in its name, enclose the filename (and any spaces) in quotation marks.

CMD-8

Command file specified on the command line could not be opened. This can occur if the file does not exist, is locked by another process, cannot be found, etc. This may also indicate that Backup Director does not have enough file handles to open the file.

Be sure a complete path (including SERVER/VOLUME:) to the command file was specified. Verify that the specified command file exists and can be opened for reading, and retry the command. Also, ensure that CONFIG.SYS includes the statement FILES=40 (or higher).

CMD-9

Command file could not be closed properly. This is an internal error and may indicate a problem within the program.

If this error persists, report it to Palindrome Technical Support.

CMD-10

Specified media label << >> is either too long or too short.

Check the syntax and spelling of the media label and reissue the command.

CMD-11

Specified session description << >> is either too long or too short.

Check the spelling of the session description and reissue the command.

CMD-12

Specified logical device name << >> is either too long or too short.

Check the spelling of the logical device name and reissue the command.

CMD-13

Specified date range << >> contains a brace on only one end. The entire date range must be enclosed in braces.

Reissue the command using the correct syntax.

CMD-14

Specified date range << >> requires a comma (,). The comma is required to indicate whether a single date refers to the starting or ending date in the range.

Reissue the command with the proper date range syntax. Place the comma BEFORE a single date to backup/ restore files modified before the given date. Place the command AFTER a single date to backup/ restore files modified after the given date.

CMD-15

The specified date range << >> is missing both the starting and ending time specifications.

Specify at least one time when using a date range.

CMD-16

Specified date range << >> contains an ending time that is earlier than its starting time.

Reissue the command using the correct syntax.

CMD-17

The date range << >> was used with a file exclusion specification. When specifying files to exclude, date ranges are not valid.

Remove the date range from the file exclusion specification and reissue the command.

CMD-18

A conflicting source resource << >> was specified either on the command line or in a command file (or possibly both). Although the source may be repeated multiple times, only one unique source may be specified for each operation. Note that referencing one resource in two different ways (for instance, once by server/volume: syntax and once by a mapped drive letter) will cause this error.

Remove the conflicting source resource reference and reissue the command.

CMD-19

Invalid line in command file << >> . This usually indicates that either the file or resource specification (or the date range if one was given) on this line is invalid. This does not indicate that the entire command file is incorrectly specified, but that this line is invalid.

Correct the line in the command file and reissue the command.

CMD-21

Invalid time specification.

Reissue the command using the proper syntax.

CMD-22

Invalid date range.

Reissue the command using the proper syntax.

CMD-24

A date range << >> was specified. Date ranges are not supported by this application.

Remove the date range and reissue the command.

CMD-25

Unable to determine namespace when the path specification was encountered. If the namespace is not explicitly specified in the command line it will default to the tracking namespace of the source resource.

Specify the source namespace on the command line, or ensure there is a source resource specified in the command line. Note that these parameters should precede any path/file specifications.

CMD-26

A target path specification was not preceded by a target namespace specifier.

Ensure the target namespace is specified in the command line and that it comes before the target path specification.

CMD-27

The specified target namespace << >> was not a valid namespace identifier.

Check the user manual for valid namespace identifiers.

CMD-28

The specified source resource namespace << >> parameter was encountered on the command line following a file specification.

Reorder the parameters on the command line so that this parameter precedes any file specification, then re- issue the command.

CT-series Messages

The CT-series messages pertain to CTREE database exceptions.

CT-2

The key value already exists in the index. This indicates corruption of the System Control Database, an associated File History Database(s), or the System Messages Database.

Complete the steps below depending upon which database is affected. If you are unsure which database is affected, perform each operation (in order) until the database errors cease.

FILE HISTORY DATABASE:
Highlight the installation in Resource Manager and tag the suspect volume. Open the Operations menu and select History Database Maintenance. Choose Verify.

If File History Database errors persist, restore the most recent file history database from media as follows: Highlight the installation in Resource Manager and tag the suspect volume. Open the Operations menu and select the Restore option. With the most recent backup media in the drive, choose History Database and a restore job will be submitted to the job queue.

If the restored database is corrupt, perform the following to restore the next most recent File History Database from an earlier session, usually on the same media. (Note that this will be delete some history from the database):

Use the same media as in the previous steps. Use Media Manager to View/Mounted Media. Locate and tag /DH session with the time just prior to the most current session. Open the Operations menu and select Restore to restore the prior history database. Continue these steps until a valid File History Database has been restored.

SYSTEM CONTROL DATABASE:
Restore the System Control Database by placing the most recently used media into the drive. Tag the resource in Resource Manager. Open the Operations menu and select Restore. Choose History Database.

SYSTEM MESSAGES DATABASE:
Delete the ST*.PAC files from the Backup Director installation directory and retry the operation.

IF DATABASE ERRORS PERSIST: Environmental conditions often are the cause of database corruptions. Most causes can be eliminated by upgrading to the most current NLMs and TSAs, resolving software and hardware conflicts and defective hardware components, and ensuring that sufficient RAM and disk space is available. Also, check for possible causes of dropped connections. Until the database condition is resolved, Palindrome recommends copying data files to custom (non-tracked) media to ensure protection.

CT-3

Cannot delete the target key value since recbyt does not match the associated data record position in the index.

Follow the recommended actions for CT-2.

CT-4

Cannot find the target key value in the index. No deletion was performed.

Follow the recommended actions for CT-2.

CT-5

Cannot call DELBLD with an index that supports duplicate keys.

Follow the recommended actions for error CT-2.

CT-10

INTREE parameters require too much space.

Follow the recommended actions for error CT-2.

CT-11

Bad INTREE parameter(s): either bufs 3, idxs 0, sect 1, or dats 0.

Follow the recommended actions for error CT-2.

CT-12

Cannot open file.

Either the file does not exist, "filenam" points to an incorrect file name, or the file is locked by another process.

1.   Check search path and rights.
2.   Check for existence of all database files.
3.   Check to see if the database is locked by another user.
4.   Ensure there are sufficient file handles available. Note that multitasking applications (such as Windows) require additional file handles. If you are using a multitasking application, first exit that application, then retry the operation.

CT-13

Cannot determine type of file.

Follow the recommended actions for error CT-2.

CT-14

File corrupt at open.

Until the database condition is resolved, Palindrome recommends copying data files to custom (non-tracked) media to ensure protection.

CT-15

File has been compacted.

Follow the recommended actions for error CT-2.

CT-16

Could not create index file.

1.   Check rights and disk space available to the user.

2.   Ensure there are sufficient file handles available. Note that multitasking applications (such as Windows) require additional file handles. If you are using a multitasking application, first exit the application, then retry the operation.

3.   Check for network conditions that can lead to dropped connections or unreliable communications

conditions.

CT-17

Could not create data file.

1. Check rights and disk space available to the user.

2. Ensure there are sufficient file handles available. Note that multitasking applications (such as Windows) require additional file handles. If you are using a multitasking application, first exit the application, then retry the operation.

3. Check for network conditions that can lead to dropped connections or unreliable communications conditions.

CT-18

Tried to create existing index file. This error may occur when a temporary file created by an earlier operation was not properly deleted, usually because of an unplanned abort.

Do not delete AS*.XLT files, but DELETE any of the following files found in the Palindrome Backup Director installation directory. These files include: TMPC.PAC, AV*.IMP, TMPF.PAC, AS*.WHT, TMPX.PAC, AS*.LAT, AVTMPIDX.PAC, AV*.LAT . After deleting the temporary files, retry the operation.

CT-19

Tried to create existing data file.

Do not delete AS*.XLT files, but DELETE any of the following files found in the Palindrome Backup Director installation directory. These files include: TMPC.PAC, AV*.IMP, TMPF.PAC, AS*.WHT, TMPX.PAC, AS*.LAT, AVTMPIDX.PAC, AV*.LAT . After deleting the temporary files, retry the operation.

CT-20

Key length too large for node size.

Follow the recommended actions for CT-2.

CT-21

Record length too small.

Follow the recommended actions for CT-2.

CT-22

File number is out of range.

Follow the recommended actions for CT-2.

CT-23

Illegal index member information.

Follow the recommended actions for error CT-2.

CT-24

Could not close file.

Ensure there are sufficient file handles available. Note that multitasking applications (such as Windows) require additional file handles. If you are using a multitasking application, first exit the application, then retry the operation.

Check for network conditions that can lead to dropped connections and unreliable communications conditions.

CT-26

File number not active.

Ensure there are sufficient file handles available. Note that multitasking applications (such as Windows) require additional file handles. If you are using a multitasking application, first exit the application, then retry the operation. Also, check for network conditions that can lead to dropped connections and unreliable communications conditions.

CT-28

Zero drn in ADDKEY.

Follow the recommended actions for error CT-2.

CT-29

Zero drn in data file routine.

Follow the recommended actions for error CT-2.

CT-30

Drn exceeds logical end of file.

Verify the current File History Database as follows:

1.   Highlight the installation in Resource Manager and tag the suspect volume.
2.   Open the Operations menu and select History Database Maintenance.
3.   Choose Verify.

If File History Database errors persist, restore the most recent file history database from media as follows:

1.   Highlight the installation in Resource Manager and tag the suspect volume.
2.   Open the Operations menu and select Restore.
3.   With the most recent backup media in the drive, choose History<r> Database and a restore job will be submitted to the job queue.

If the restored database is corrupt, perform the following steps to restore the next most recent File History Database from an earlier session, usually on the same media. (Note that this will be delete some history from the database):

1.   Use the same media as in the previous steps.
2.   Use Media Manager to View/Mounted Media.
3.   Locate and tag /DH session with the time just prior to the most current session.

4.   Open the Operations menu and select Restore to restore the prior history database. Continue these steps until a good File History Database has been restored.

CT-31

Flag not set on record in delete chain.

Verify the current File History Database as follows:

1.   Highlight the installation in Resource Manager and tag the suspect volume.
2.   Open the Operations menu and select History Database Maintenance.
3.   Choose Verify. If the condition persists, contact Palindrome Technical Support for assistance.

CT-32

Attempt to delete record twice in a row.

Follow the recommended actions for error CT-2.

CT-33

Attempt to use NULL pointer in read/write.

Follow the recommended actions for error CT-2.

CT-34

Predecessor repeat attempts exhausted.

Follow the recommended actions for error CT-2.

CT-35

Seek error.

Follow the recommended actions for error CT-2.

CT-36

Read error - one of the database files could not be read.

Follow the recommended actions for error CT-2.

CT-37

Write error - one of the database files could not be written to or extended in length.

1.   Use DSPACE to check for directory space restrictions on the logged<r> in user. Also check for disk space in the directory where the database operation was performed and if the database is not copied<r> locally, check disk space at the remote database location.

2.   Check for bad disk sectors and other file system problems.

3.   Check the system log for dropped connections and communications problems.

4.   Ensure the database files have a valid owner. If they do not, establish ownership by copying them

to another name, deleting the originals, and naming the copies back to the original file names.

CT-38

Could not convert virtual open to actual.

Follow the recommended actions for error CT-2.

CT-39

No more records available.

Follow the recommended actions for error CT-2.

CT-40

Key record size in OPNIDX is too large.

Follow the recommended actions for error CT-2.

CT-43

Index file - version incompatibility.

CT-45

Key length exceeds MAXLEN parameter.

Follow the recommended actions for error CT-2.

CT-46

File number is already in use.

Ensure there are sufficient file handles available. Note that multitasking applications (such as Windows) require additional file handles. If you are using a multitasking application, first exit the application, then retry the operation. Also, check for network conditions that can lead to dropped connections and unreliable communications conditions.

CT-48

File mode incompatibility.

Follow the recommended actions for error CT-2.

CT-49

Could not save file.

1. Use DSPACE to check for directory space restrictions on the logged in user. Also check for disk space in the directory where the database operation was performed and if the database is not copied locally, check disk space at the remote database location.

2. Check for bad disk sectors and other file system problems.

3. Check the system log for dropped connections and communications problems.

4.   Ensure the database files have a valid owner. If they do not, establish ownership by copying them to another name, deleting the originals, and naming the copies back to the original file names.

CT-52

Variable length keys disabled in CTOPTN.H.

Follow the recommended actions for error CT-2.

CT-123

Var length header has bad record mark.

Follow the recommended actions for error CT-2.

CT-125

C-tree is already initialized.

Follow the recommended actions for error CT-2.

CT-140

Variable record length is too long.

Follow the recommended actions for error CT-2.

CT-146

Could not update free space information.

Follow the recommended actions for error CT-2.

CT-147

Space to be reused is not marked deleted.

Follow the recommended actions for error CT-2.

CT-148

WRTVREC cannot fit record at recbyt.

Follow the recommended actions for error CT-2.

CT-149

Varlen less than minimum in ADDVREC.

Follow the recommended actions for error CT-2.

CT-153

Buffer too small in REDVREC.

Follow the recommended actions for error CT-2.

CT-154

Zero-length record in REDVREC.

Follow the recommended actions for error CT-2.

CT-158

REDVREC record not marked active.

Follow the recommended actions for error CT-2.

CT-159

Zero recbyt value.

Follow the recommended actions for error CT-2.

CT-199

Record position error.

Verify the current File History Database as follows:

1.	Highlight the installation in Resource Manager and tag the suspect volume.
2.	Select the Operations menu.
3.	Select History Database Maintenance.
4.	Choose Verify.

If File History Database errors persist, restore the most recent file history database from media as follows:

1.	Highlight the installation in Resource Manager and tag the suspect volume.
2.	Open the Operations menu and select Restore.
3.	With the most recent backup media in the drive, choose History<r> Database and a restore job will be submitted to the job queue.

If the restored database is corrupt, perform the following steps to restore the next most recent File History Database from an earlier session, usually on the same media. (Note that this will be delete some history from the database):

1.	Use the same media as in the previous steps.
2.	Use Media Manager to View/Mounted Media.
3.	Locate and tag /DH session with the time just prior to the most current session.
4.	Open the Operations menu and select Restore to restore the prior history database. Continue these steps until a valid File History Database has been restored.

CT-200

(CTINIT) Neither LOW_HIGH nor HIGH_LOW defined in CTOPTN.H.

Follow the recommended actions for error CT-2.

CT-201

(CTINIT) Both LOW_HIGH and HIGH_LOW defined in CTOPTN.H.

Follow the recommended actions for error CT-2.

CT-202

(CTINIT) Neither NOTFORCE, FPUTONLY nor FPUTFGET defined in CTOPTN.H.

Follow the recommended actions for error CT-2.

CT-203

(CTINIT) More than one of NOTFORCE, FPUTONLY and FPUTFGET were defined in CTOPTN.H.

Follow the recommended actions for error CT-2.

CT-206

(CTINIT) Update flag inconsistency between index file header and buffer status contents.

1.   Use DSPACE to check for directory space restrictions on the logged in user. Also check for disk space in the directory where the database operation was performed and if the database is not copied locally, check disk space at the remote database location.

2.   Check for bad disk sectors and other file system problems.

3.   Check the system log for dropped connections and communications problems.

4.   Ensure the database files have a valid owner. If they do not, establish ownership by copying them to another name, deleting the originals, and naming the copies back to the original file names.

CT-207

(CTKRNL) Corrupt node found in nodser function.

Follow the recommended actions for error CT-2.

CT-208

(CTKRNL) Updated (but not written) node found in FPUTFGET disk I/O mode.

Follow the recommended actions for error CT-2.

CT-209

(CTKRNL) npdpnt routine called for a duplicate leaf node.

Follow the recommended actions for error CT-2.

CT-210

(CTKRNL) Undefined key type found in compar.

Follow the recommended actions for error CT-2.

CT-211

(CTSRCH) Negative number of key values indicated in node.

Follow the recommended actions for error CT-2.

CT-212

(CTSRCH) No leaf node found during FRSKEY operation.

Follow the recommended actions for error CT-2.

CT-213

(CTSRCH) No leaf node found during LSTKEY operation.

Follow the recommended actions for error CT-2.

CT-214

(CTSRCH) Corrupt tree found in fndkey.

Follow the recommended actions for error CT-2.

CT-215

(CTSRCH) No leaf node found in fndkey.

Follow the recommended actions for error CT-2.

CT-216

(CTUPDT) Attempt to save node with negative number ofkey values.

Follow the recommended actions for error CT-2.

CT-217

(CTUPDT) Attempt to transfer key values between buffers for two different index files.

Follow the recommended actions for error CT-2.

CT-218

(CTADDK) Corrupt tree found in ADDKEY.

Follow the recommended actions for error CT-2.

CT-219

(CTADDK) No leaf node found in ADDKEY.

Follow the recommended actions for error CT-2.

CT-220

(CTDELK) Corrupt tree found in DELKEY.

recommended actions for error CT-2.

CT-221

(CTDELK) No leaf node found in DELKEY.

Follow the recommended actions for error CT-2.

CT-222

(CTINIT) Undefined file access flag found: filacs member of file control structure must be set to 'y' (active), 'v'(active, but temporarily closed), or 'n' (not active).

Check for network conditions that can lead to dropped connections or unreliable communications.

CT-225

(CTADDK) VARLDATA not defined in CTOPTN.H. Select VARLDATA option and recompile CTADDK.C.

Follow the recommended actions for error CT-2.

CT-226

(CTISMU) Undefined key segment translation mode.

Follow the recommended actions for error CT-2.

CT-227

(CTINIT) While extending the size of a fixed record length data file, delete flags could not be written into new (but unused) records at the end of the file.

Follow the recommended actions for error CT-2.

CT-228

(CTRBLD) Expected deleted record mark not found while collapsing consecutive deleted areas.

Follow the recommended actions for error CT-2.

CT-230

(CTINIT) B-Tree node has conflicting member number value during write operation.

Follow the recommended actions for error CT-2.

CT-231

(CTKRNL) B-Tree node has conflicting member number value during read operation.

Follow the recommended actions for error CT-2.

CT-232

(CTKRNL) Attempt to expand non-existent compressed key value.

Follow the recommended actions for error CT-2.

CT-233

(CTKRNL) Illegal value for key compression bytes.

Follow the recommended actions for error CT-2.

CT-235

(CTADDK) Illegal comparison value during node insert.

Follow the recommended actions for error CT-2.

CT-236

(CTADDK) Illegal key value shift detected with compressed keys.

Follow the recommended actions for error CT-2.

CT-237

(CTKRNL) Attempt to get an index node at byte offset zero.

Follow the recommended actions for error CT-2.

CT-238

(CTDELK) Illegal key value shift detected with compressed keys.

Follow the recommended actions for error CT-2.

DB-series Messages

The DB-series messages relate to database exceptions.

DB-1

An attempt to locate a key in index << >> of the << >> located in the directory << >> has failed. The File History Database is newer than the System Control Database.

Either restore a more recent System Control Database of the same date/time stamp as the most recent File History Database or restore File History Databases from media that are of the same (or earlier) date/time stamp as the System Control Databases.

DB-2

The maximum size of a variable length record was exceeded in the data file << >> of the << >> . The actual size was << >> bytes, but the maximum is << >> bytes.

DB-3

A super class method was improperly used.

DB-4

An attempt was made to set the search key of a DBENTITY instance to << >> , which is not a legal value for this type of instance.

DB-5

The device << >> located at << >> (i.e. host adapter, device name) cannot be accessed.

Ensure backup devices are powered on. This error may also occur if the SCSI ID has been changed on the device and no longer matches the SCSI ID configured in the database. In this case, delete the device from the configured devices list and re-scan for available devices.

DB-9

An attempt to delete a key from index << >> of the << >> located in the directory << >> has failed.

DB-10

An attempt to read a key from index << >> of the << >> located in the directory << >> has failed.

DB-11

An attempt to write a key to index << >> of the << >> located in the directory << >> has failed.

DB-12

An attempt to delete a record at offset << >> of the file << >> n the << >> located in the directory << >> has failed.

DB-13

An attempt to read a record from offset << >> of the file << >> in the << >> located in the directory << >> has failed.

DB-14

An attempt to write a record at offset << >> of the file << >> in the << >> located in the directory << >> has failed.

DB-15

An attempt to create a record << >> bytes long in the file << >> in the << >> located in the directory << >> has failed.

DB-16

An attempt to determine how many records exist in file << >> in the << >> located in the directory << >> has failed.

DB-17

An attempt to close the << >> file << >> has failed.

DB-18

An attempt to copy the << >> file to << >> has failed.

DB-19

An attempt to create the << >> file << >> has failed.

DB-20

An attempt to get or set information about the << >> file << >> has failed.

DB-21

An attempt to open the << >> file << >> has failed. The File History Database may be corrupted or missing or the volume containing the database is not accessible.

Be sure that the volume is online and accessible and that the File History Database for the volume is not corrupt (if corrupt, verify the File History Database for integrity, or restore the File History Database from media).

DB-22

An attempt to delete the << >> file << >> has failed.

DB-23

An attempt to copy the << >> file << >> to << >> has failed.

DB-24

The << >> located in << >> does not exist. One or more of the files associated with the database is missing.

Complete the steps below depending upon which database is affected:

FILE HISTORY DATABASE: This error may occur if the current resource does not contain a File History Database or if the database is corrupted. Restore the most recent available File History Database for the associated resource in Resource Manager.<r> OR Remove the resource from the Protected Resource List and add it back to the list to create a new database. WARNING: this second option will remove all existing backup history from disk for that resource.

SYSTEM CONTROL DATABASE: Restore the most recent System Control Database using PAL.NLM at the server console and select Restore System Control Database.<r> OR Reinstall to create a new database. WARNING: this option will cause all prior history to be erased from disk.

RESOURCE FILE(S): Copy the missing file(s) from the distribution disk to the installation directory.

DB-25

The << >> located in << >> is locked by another process or user.

If this is the System Control Database, submit the request at a later time. If this is a File History Database, this may indicate that this resource exists on more than one Protected Resource List. Remove the resource from one or more of the Protected Resource Lists so that it exists on only one. This error may also occur if one or more of the File History Database files (AV*.PAC) are flagged as Read-Only.

DB-26

The executable files and the database files are incompatible. The version of the << >> located in << >> is not the proper one for use with this application. Version << >> was found, but version << >> is required.

FIRST SITUATION: If the File History Database version found is from an EARLIER version than the System Control Database version currently installed, complete one of the following steps: 1) Translate the File History Database by selecting and tagging the<r> resource in Resource Manager, and the Operations menu selection<r> Verify History Database.

OR 2) If the current File History Database version exists on backup media, restore it by selecting and tagging the associated resource in Resource Manager and selecting the Operations Menu and option Restore/History.<r> OR 3) Create a new File History Database by deleting the resource from the Protected Resource List and adding it back into the list Using Resource Manager's Operations/Add Resource. (WARNING: all prior history on disk for this resource will be erased).

Refer to the *Administrator's Guide* for detailed information on restoring the database.

SECOND SITUATION: If the File History Database version found was created with a base software version LATER than the base software version currently installed, complete one of the following steps: 1) If an earlier System Control Database was inadvertently restored, delete the ASDB.PAC and ASNX.PAC files for the installation and restore the most recent System Control Database using PAL.NLM at the server console and select Restore System Control Database.

OR 2) Upgrade the base software executables to the version that matches (or is a version later than) the File History Database by installing the latest base software version and selecting the option to use existing databases.

OR 3) Install the latest base software version and override the option to use existing databases. (WARNING: all prior backup history for the resources on the existing Protected Resource List will be erased from disk).

RESOURCE FILE(S): Copy the resource file(s) from the distribution disk to the installation directory and retry the operation.

DB-29

Attempted to use an invalid key. Key is invalid according to its effective filter function.

DB-30

The specified user already exists in the database. Remove the existing user prior to adding, or edit the existing user to set the desired parameters.

DB-34

The session with media name << >> , volume name << >> , and session name << >> was not removed.

This is a diagnostic message that should be enabled only for testing purposes.

DB-38

The media with the label << >> was retired.

This is a diagnostic message that should be enabled only for testing purposes.

DB-39

The media with the label << >> was Forgotten.

This is a diagnostic message that should be enabled only for testing purposes.

DB-40

Inconsistency: The System Control Database has a software serial number of << >>. This database contains the serial number: << >> .

Reconfigure the database through the Protected Resource List or from backup media, restore the most recent version of the File History Database for the specified resource.

DB-41

No rule was found in the << >> that matches << >> .

DB-42

The maximum number of media records has been reached. The maximum number of media records allowed is approximately 35,000 per Library name.

If the Library actually contains this number of media, retire all media in the current Library name by accessing Configuration Manager and changing the Library ID. If the media record number is incorrect, contact Palindrome Technical Support for assistance.

DB-43

A path was found which contains an invalid character for the namespace to which it belongs.

Correct the file path for the invalid character or reassign the correct namespace.

DB-44

An attempt to lock a record in file number << >> of the << >> located in << >> has failed.

DB-45

An attempt to unlock a record in file number << >> of the << >> located in << >> has failed.

DB-46

An attempt to lock the << >> located in << >> has failed due to a timeout. Another application has the database locked.

Wait for the other application to finish using the database and retry the operation.

DB-52

The scheduled job has partially completed, and has been requeued as job number << >> .

DB-53

The scheduled job that is expected to be submitted next is currently in progress. This job may not actually run next if the current job does not complete on time.

If the job in progress does not complete successfully, re-submit it to the queue for action.

DB-54

The aren't any automatic jobs scheduled. Automatic backups may be submitted to the queue if desired.

DB-55

The System Control Database is temporary. A recovery operation is in progress or did not complete successfully.

A temporary database can only be used for the restoration of a System Control Database. A System Control Database can only be recovered from the server console application. If this application is not loaded, then an attempt to recovery the System Control Database did not complete successfully.

DB-56

Verification of the << >> is complete. An unrecoverable corruption has been detected.

Restore this database from backup media. Refer to the Administrators Guide for more information on how to restore a database. View the attachment for more information.

DB-57

Verification of the << >> is complete. No errors were detected.

View the attachment to see a summary of the verification.

DB-58

An unexpected error occurred during verification of the << >> .

Refer to linked errors for more details.

DB-59

Verification of the << >> is complete. Corruptions have been detected and fixed.

View the attachment to see a summary of the verification.

DB-61

A extraneous key has been removed from the database. In some cases this can be indicative of database corruption.

1.   Tag the resource in the Resource Manager.
2.   Use Operations/History Database Maintenance and the Verify option to ensure database integrity.

DB-62

The scheduled job << >> is currently in the Job Queue as job number << >> and can not be resubmitted.

DB-63

The scheduled automatic job << >> is currently on Operator Hold and can not be submitted for service.

Remove the Operator Hold from this scheduled job and attempt to submit this job again.

DB-64

An invalid link in the database was detected and fixed. Some history for file << >> may have been lost. This is an informational note. If necessary, these files will be reprotected. In some cases this can be indicative of database corruption.

1.   Tag the resource in the Resource Manager.
2.   Use Operations/History Database Maintenance and the Verify option to ensure database integrity.

DEVMGR-series Messages

The DEVMGR-series messages pertain to Windows Device Manager exceptions.

DEVMGR-1

Unable to connect to NLM that provides the services required by this application.

Load PALMEDIA.NLM on the server.

DEVMGR-2

The job queue for this installation does not contain the address of the NLM that provides the services required by this application.

1.   Ensure PALMEDIA.NLM is loaded on the server.

2.   If using a host adapter that does not support more than 16 Meg of memory, be sure to load PALSDRV with the ABOVE16MEG switch.

3.   Be sure to unload PALMEDIA.NLM when unloading the Job Server PALJSRVR.NLM and deleting the job queue. Otherwise, when PALJSRVR.NLM is reloaded, it will create a new queue and the information required to communicate with the PALMEDIA.NLM will not be recorded.

DEVMGR-3

The autoloader can not be configured until the AutoLoader Option and serial number have been installed. Install the AutoLoader Option and then configure the AutoLoader.

DEVMGR-4

A device already exists with this name.

Either use a different name for this device and continue or first change the name of the other device, then add this device using the current name.

DOS-series Messages

The DOS-series messages pertain to DOS operating system exceptions.

DOS-2

The specified file or directory does not exist.

Verify your drive mappings. Be sure the path correctly specifies the file or directory.

DOS-7

The specified argument list is too long.

Ensure that the command line does not exceed 128 bytes and retry the operation. If necessary, use a command file.

DOS-8

Executable format error. Ensure the file you are trying to execute is an executable file.

If the file is believed to be corrupt, restore the file from backup media.

DOS-9

An attempt was made to use a bad file number.

DOS-12

Insufficient memory (RAM) to perform the requested operation.

If possible, free up some memory and rerun the operation.

If necessary, remove any TSR programs that may be loaded, try using a NetWare shell that can be loaded into high memory, or use a memory manager program. Then rerun the operation.

DOS-13

Permission to use the resource was denied.

Verify that you are logged in as a user with the appropriate rights to use the resource. (If you are logged in as ARCHIVIST and this user is properly configured, you should have appropriate rights.) Check the resource's attributes to ensure that it allows the specified access. If the resource is in use by another user, submit your request at a later time.

DOS-17

The specified file or directory already exists.

Specify another name for the file or directory. If you want to create a file or directory by the same name, delete the existing one first.

DOS-18

A cross-device link exists.

DOS-22

An invalid argument was detected.

DOS-24

Too many files open. No file handles available. This usually indicates a problem with your CONFIG.SYS file or you may have booted your computer without a CONFIG.SYS file.

handles by adding a line to your CONFIG.SYS file that sets FILES=40 or higher. Unload any programs or TSRs that aren't required at this time. Note that multitasking applications (such as Windows) require more file handles. If using a multitasking application, exit the application and retry the operation.

DOS-28

Insufficient space on device to perform the requested operation.

If possible, make more disk space available. Also check for disk/user restrictions and invalid ownership.

DOS-33

An invalid math argument was detected.

DOS-34

The resulting value was too large for the variable specified.

DOS-36

A resource deadlock would occur if this operation were completed.

DOS-33

An invalid math argument was detected.

DOS-34

The resulting value was too large for the variable specified.

DOS-36

A resource deadlock would occur if this operation were completed.

EHMGR-series Messages

The EHMGR-series messages relate to Exception Handler Manager errors.

EHMGR-3

An attempt to access directory << >> has failed.

Ensure the directory exists on the server.

EHMGR-5

No users in the Admin Notification List have a valid electronic mail address. At least one user must have a valid electronic mail address.

In Configuration Manager, select the Admin List tab and give at least one of the users in the Admin Notification List a valid electronic mail address, or disable electronic mail notification for all users on the Admin List.

EHMGR-6

The file << >> could not be opened.

Ensure the user has read/write rights to the file.

EHMGR-8

The text of an electronic mail message could not be written to a file for delivery.

This error may be associated with access permissions or available disk space on the server.

EHMGR-10

A temporary file could not be created.

Check for insufficient user access permissions.

EHMGR-14

The status database located in << >> could not be locked. Any reported status is listed in System Messages immediately following this message.

EHMGR-15

An error occurred while writing to the status database located in << >> . Any reported status is listed in System Messages immediately following this message.

EHMGR-16

An error occurred while writing to the status database located in << >> . The old database has been renamed with the suffix << >> .

FAT-series Messages

The FAT-series messages pertain to DOS File Allocation Table exceptions.

FAT-1

File or directory already exists.

FAT-2

Directory is full.

FAT-3

Item is not a directory.

FAT-4

Item is not a file.

FAT-5

Requested file or directory does not exist.

FAT-6

Index is out of range.

FAT-7

Directory cannot be extended.

FAT-8

An attempt was made to read past the end of the directory.

FAT-9

Disk is full.

FAT-10

Directory is not empty.

FAT-11

File is read-only.

FAT-12

There is no label on this partition.

FAT-13

File is empty.

FAT-14

The media is not a FAT file system.

FAT-15

An error has occurred during the write of the disk structure.

FAT-16

Unable to determine the capacity of the media.

FAT-17

An error occurred during the low-level format of the media.

FAT-18

An error occurred during allocation of this file.

FAT-19

An error has occurred trying to write this file.

FAT-20

The end of file was encountered.

FAT-21

An error has occurred during a seek operation.

FAT-23

Directory is in use by another process.

FAT-24

Boot sector on this media is corrupt.

FAT-25

File Allocation Table on this media is not valid.

FDM-series Messages

The FDM-series messages relate to Session (file set) Data Manager exceptions.

FDM-1

The Backup Session has reached capacity.

FDM-2

A read from disk failed.

Review the error returned by the operating system.

FDM-3

A write to disk failed. The operating system returned I/ O error .

FSD-series Messages

The FSD-series messages pertain to Session (file set) Directory exceptions.

FSD-2

An attempt was made to read past the end of the session index.

This is an internal error that should be reported to Palindrome Technical Support.

FSD-3

An attempt was made to update past the end of the session index.

This is an internal error that should be reported to Palindrome Technical Support.

FSD-4

The session index failed CRC checking. During a restore or utility operation, this indicates either a hardware problem (such as an unterminated SCSI bus) or a software problem. Do not rely on data in the session index (it may be corrupt). During a backup operation, this indicates that history will not be posted for this session.

1.   Check the SCSI bus for proper termination.
2.   If restoring, restore from a different session containing the file(s)
3.   If the operation was a backup, re-submit the job.

HM-series Messages

The HM-series messages pertain to History Manager exceptions.

HM-4

A specified instance, provided as a parameter, is not referenced in the File History Database.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

HM-11

An attempt was made to access << >>, which is not known by the System Control Database.

Review this installation's Protected Resource List to ensure that the resource is being protected. If it is not, add the resource in Resource Manager. Check the command line to ensure that the resource was specified correctly. Then retry the operation.

IN-series Messages

The IN-series messages pertain to installation exceptions.

IN-8

Cannot map search drive to << >> .

Ensure that the logged in user has sufficient rights to and that there are drive letters are available for mapping.

IN-22

An error occurred while copying a file to the installation directory.

Ensure there is disk space available on the installation volume. If upgrading an existing installation, ensure the files located in the installation directory are not write-protected and that the user has sufficient rights to copy files.

IN-34

Cannot copy file from the source diskette. Either the number of file handles is set too low or the source diskette is damaged.

Increase the number of File Handles and retry the Install. If the source diskette is damaged, contact Palindrome for assistance.

IN-35

Cannot write to file << >> . Either the number of file handles is set too low, or the file is being held by another process.

Ensure there are no Palindrome programs running on either the server or this workstation, then retry the operation. Also, ensure that the login user has sufficient rights.

IN-36

Cannot remove file << >> . Either the file is flagged as Delete Inhibit or a process currently running has a lock on the file.

If another process is using the file, wait until the file is freed up and retry the operation or remove the Delete Inhibit flag from the file and reinstall.

IN-37

Some source diskette data is corrupt.

Try to install the product again. If unsuccessful, call Palindrome Technical Support for assistance at (708)-505-3300.

IN-38

The Install process has insufficient memory to complete the copy phase. The virtual memory size needs to be increased.

See your Windows reference manual for possible setup options to increase virtual memory size.

IN-39

A memory error occurred during decompression.

IN-40

Cannot scan for devices. The PALMEDIA module is not responding to install. Scanning speed can result from slow network speeds and when many devices are attached to the server.

Upgrade hardware components to higher speed devices and check SET parameters. If many devices are attached to the server, remove some (if possible), and rescan.

IN-41

There is no drive mapping to the root of the selected server/volume.

Map a drive to the root and reinstall.

IN-42

This program cannot be installed on a server running on NetWare 3.x versions prior to 3.11 or 4.x versions prior to 4.02.

Upgrade NetWare on this server or install on a server running the required NetWare versions.

IN-43

On NetWare 3.x servers, the user installing the software must be a Supervisor-equivalent user. On NetWare 4.x servers, the user must have Supervisor object rights to the server object and write rights to the root object.

Log in as a Supervisor-equivalent user and run install.

<u>JOBQ-series Messages</u>

The JOB-Q-series messages pertain to job queue exceptions.

JOBQ-1

Unable to create a job queue for installation << >> .

JOBQ-2

Unable to remove the job queue for installation << >> .

JOBQ-3

User or group << >> not found.

JOBQ-4

Unable to add member << >> to the job queue's membership roster.

JOBQ-5

Unable to remove member << >> from the job queue's membership roster.

JOBQ-6

Unable to create job queue properties.

JOBQ-7

Unable to get the job queue installation location.

JOBQ-8

Unable to set job queue installation location to << >> .

JOBQ-9

Unable to get last service time.

JOBQ-10

Unable to set last service time to << >> .

JOBQ-11

Unable to get the job queue version.

JOBQ-12

Unable to set the job queue version to << >> .

JOBQ-13

Unable to get the job queue description for installation << >> .

JOBQ-14

Unable to set the job queue description to << >> .

JOBQ-15

Unable to get the job queue client record for installation << >> .

JOBQ-16

Unable to set the job queue client record for installation << >> .

JOBQ-17

Unable to get a list of installations on server << >> .

JOBQ-18

Unable to find a job queue for installation << >> .

JOBQ-19

Unable to establish job queue for installation << >> .

JOBQ-20

A job queue for installation << >> already exists.

JOBQ-21

Unable to get a count of jobs in the job queue for installation << >> .

JOBQ-22

Unable to get job counts in the job queue for installation << >> .

JOBQ-23

Unable to get control flags of the job queue for installation << >> .

JOBQ-24

Unable to set control flags of job queue for installation << >> .

JOBQ-25

The job queue is not established.

JOBQ-26

Unable to attach as a server to job queue for installation << >> .

Verify that the Auto Login User exists and that the name and password match that in the System Control Database.

JOBQ-27

Unable to detach as a server from job queue for installation << >> .

JOBQ-28

Not attached to job queue as a server.

JOBQ-29

Unable to attach as a client to job queue for installation << >> .

Add the user to the User List.

JOBQ-30

Unable to detach as a client from job queue for installation << >> .

JOBQ-31

Not attached to job queue as a client.

Add user to the User List.

JOBQ-32

No connection to server << >> .

JOBQ-33

<< >> is not a user of the job queue.

Add the named user to the User List.

JOBQ-34

<< >> is not an Operator of the job queue.

Add the named user to the Admin List.

JOBQ-35

<< >> is not a server of the job queue.

JOBQ-36

Unable to read or write queue file << >> .

JOBQ-37

Unable to submit job to job queue for installation << >> .

JOBQ-38

The job queue is closed. The operator has closed the job queue. New jobs cannot be submitted to the queue until it is reopened.

JOBQ-39

The job queue has been halted. The operator has halted the job queue or Configuration Manager is in use and has the database locked. Jobs cannot be serviced until the job queue is restarted.

If Configuration Manager is in use, close it. Restart the job queue.

JOBQ-40

Unable to read job << >> from job queue for installation << >> .

JOBQ-41

Unable to modify job << >> in job queue for installation << >> .

JOBQ-42

Insufficient rights to job << >> . For most operations, the user changing job status must either be the user who submitted the job or a queue operator.

JOBQ-43

Unable to remove job << >> from job queue for installation << >> .

JOBQ-44

Unable to get submitter name for job << >> in job queue for installation << >> .

JOBQ-45

Unable to get a list of jobs in job queue for installation << >> .

JOBQ-46

Unable to change position of job << >> in job queue for installation << >> .

JOBQ-47

Job has not been requeued. A job must be in the REQUEUED state before it may be resubmitted.

JOBQ-48

Unable to resubmit job << >> in job queue for installation << >> .

JOBQ-49

Unable to service next job in job queue for installation << >> .

JOBQ-50

Unable to service job << >> in job queue for installation << >> .

JOBQ-51

Unable to finish servicing job << >> in job queue for installation << >> .

JOBQ-52

Unable to abort job << >> in job queue for installation << >> .

JOBQ-53

Job << >> is not eligible. A job must be in the READY or RESUBMITTED state to be eligible for service. A job must be in the SERVICING state to be eligible to have servicing finished or aborted.

JOBQ-54

There are no jobs eligible for service.

JOBQ-55

Unable to get Job Server information for job queue for installation << >> .

Be sure the Job Server (PALJSRVR.NLM) is loaded on the installation server.

JOBQ-56

There are no Job Servers attached to the job queue.

JOBQ-57

Unable to set Job Server information for job queue for installation << >> .

JOBQ-64

No NDS attributes were returned.

JOBQ-65

Maximum NDS attribute size of << >> expected, but << >> was returned.

JOBQ-66

The job queue cannot be removed when the Job Server is still attached.

First unload the Job Server and then remove the job queue.

JOBQ-67

Unable to get membership list in job queue for installation << >> .

JOBQ-68

An NDS connection is required to access job queues on server << >> .

Establish an NDS connection to the server and retry.

JOBQ-69

Unable to dequeue a job from the queue on installation << >> .

JOBQ-70

Unable to enqueue a job in the queue on installation << >> .

JOBQ-71

Unable to get the next job number to use in the queue on installation << >> .

JOBQ-72

Unable to convert the database entity representing the job, from the queue on installation << >> , to a job structure.

JOBQ-73

Unable to convert the job structure, to a database entity representing the job, for the queue on installation << >> .

JOBQ-74

Unable to set job to the ready state in the queue for installation << >> .

JOBQ-75

Job << >> is currently being serviced.

Wait until the job has completed, then retry the operation.

JOBQ-76

The status of the job in the job queue for installation << >> could not be changed from SELECTED to SERVICING.

JOBQ-77

The queue on installation << >> has no room left to add a job.

Wait for a job to be finished and then retry the operation. If the problem persists, call Palindrome Technical Support.

LOADER-series Messages

The LOADER-series messages pertain to Palindrome Loader (PALLOADR.NLM) exceptions.

LOADER-1

PALLOADR.NLM has failed to load all required NLMs.

Ensure that all expected resources are located in the SYS:\SYSTEM directory. Ensure that PALLOADR.NLM is loaded. Then retry the operation.

LOADER-2

The client has timed out waiting for a response from PALLOADR.NLM

Ensure that PALLOADR.NLM is loaded. Check the system log for possible lost connections. Then retry the operation.

LOADER-3

An unknown message was received.

LOADER-4

The PALLOADR queue was not found. The PALLOADR.NLM may have been unloaded or was never loaded.

Ensure that PALLOADR.NLM is loaded and retry the operation.

LOADER-5

The client could not connect to PALLOADR.NLM.

1.   Ensure that PALLOADR.NLM is loaded.
2.   For installations requiring the statement LOAD PALSDRV ABOVE16MEG. The NLMs PALJSRVR.NLM, PALMEDIA.NLM, (and PALSDRV.NLM ABOVE16MEG) must be also be loaded.

LOADER-6

PALLOADR.NLM is not loaded on the server .

Issue the command LOAD PALLOADR at the server's console prompt to load the missing module.

LOCK-series Messages

The LOCK-series messages relate to Lock exceptions.

LOCK-1

Another process holds the requested lock << >> .

Re-submit the request. If this does not solve the problem, reboot the system and try again. If, after several attempts, the error persists, report it to Palindrome Technical Support.

LOCK-2

Tried to unlock lock << >> , which is not held. It is possible that the lock was inadvertently destroyed by another application.

Retry the operation. If the problem persists, call Palindrome Technical Support.

LOCK-3

The system call << >> has resulted in an error when trying to access lock << >> .

Retry the operation. If the problem persists, call Palindrome Technical Support.

LOCK-4

An error has occurred while creating the storage path for the lock name << >> . At the time of the error, the path value was << >> . Retry the operation. If the problem persists, call Palindrome Technical Support.

MC-series Messages

The MC-series messages pertain to Media Changer exceptions.

MC-1

Invalid media changer media location number.

An internal software error caused an invalid media location to be used in a SCSI command sent the media changer. Retry the operation.

MC-2

The source location of a move command is empty. The command to move a media from one location to another specified a source location that is empty.

Retry the operation specifying a source location containing media.

MC-3

Target location of a move command is full. The command to move a media specified a target location that is full.

Retry the operation specifying an empty target location.

MC-4

Media cannot be moved to the drive because the drive's door is closed.

Some media changers require the application software to open the door on the drive before media can be moved into and out of the drive. Either a sensor failure prevented the media changer from detecting the door's position or a software failure has left the door closed.

Retry the operation. If the error persists, power cycle the changer, then retry the operation.

MC-6

Media has not been assigned a volume tag. The label of the media is not known.

MC-7

The media changer has reported an exception while reading the element's status. The media information is unknown or suspect. This can be caused by resetting the media changer or if the media changer door

has been opened.

Open and close the media changer door and retry the operation.

MC-8

The media changer does not know the SCSI IDs of the drives mounted within it. The media changers may be incorrectly configured to the SCSI-1 command set.

If this media changer provides a configuration option, configure it to use the SCSI-2 command set. Then retry the operation. If the media changer does not allow specifying the command set, just retry the operation.

MC-10

The media changer has rejected a SCSI command. This can be due to an unsupported media changer firmware version or an internal software failure that resulted in a badly formed command.

Be sure the firmware of the media changer is supported. Use Device Manager to determine the firmware and download CDL40.ASC from the Palindrome BBS for a list of certified devices and firmware. Upgrade the firmware if necessary and retry the operation.

MC-11

Media information is unknown or suspect. This can be caused by resetting the media changer or if the media changer door has been opened.

Open and close the media changer door and retry the operation.

MC-12

The media changer cannot read the media's bar code. Either the media does not have a bar code attached, the bar code is unreadable, or the bar code reader has failed.

Ensure that there is a readable bar code label securely attached to the media and that the bar code reader is working properly. Retry the operation.

MC-13

The cartridge holder is missing from the media changer.

Make sure the cartridge holders are correctly installed in the media changer. Retry the operation.

MC-14

Media status may not be accurate since the media changer was opened.

Open and close the media changer door and retry the operation.

MC-15

The media changer cannot find a drive. The drive is either not present or its door is closed.

Be sure a drive is installed, open the drive door, and power cycle the media changer. Then retry the operation.

MC-16

Calibration of the media changer was not completed.

Repeat the media changer calibration process using the proper calibration block.

MC-17

The drive calibration block was left in the media changer.

Remove the calibration block from the media changer and repeat the previous operation.

MC-18

The media changer reported an error when queried for status information about one of its locations.

Retry the operation.

MC-19

The media label may not be accurate. This can be caused by resetting the media changer or if the media changer door was opened.

Open and close the media changer door and retry the operation.

MC-20

The autoloader driver is not loaded.

Load the driver (PALALDRV.NLM) and repeat the operation.

MC-21

The autoloader driver does not support this media changer configuration.

Devices with multiple changers (and certain large media changers) require a special software driver. Contact Palindrome about obtaining the required driver.

MC-22

The proper autoloader driver is not loaded.

Load the proper driver and retry the operation.

MC-23

The media changer does not support returning the media to its original location in the cartridge holder. An empty slot is required in which to place the media.

Ensure there is an empty slot in the cartridge handling mechanism and retry the operation.

MC-24

A cleaning tape has been loaded into the tape drive, the drive cleaned, and the tape returned to its original location.

MD-series Messages

The MD-series messages relate to media exceptions.

MD-1

Invalid DOS drive letter specified; cannot be used as backup device.

Repeat the operation using a valid DOS drive letter.

MD-2

Invalid SCSI Host Adapter number.

This error usually indicates that the host adapter driver could not be loaded because the hardware could not be initialized. If the driver is not loaded, reset the hardware and server, if necessary.

This error can also occur when an invalid SCSI host adapter number is specified when configuring a SCSI device. This can result if a SCSI Host Adapter was physically removed from the system. Verify that the Host Adapter is installed.

MD-3

Reference to unknown backup device.

Rescan for devices, then retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-4

An attempt was made to delete a backup device that is in use by an autoloader. The autoloader must be deleted first.

Using the Device Manager, first delete the AutoLoader. Then delete the device.

MD-5

Backup device required by autoloader is not configured.

Using Device Manager, configure all backup devices within the autoloader and retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-6

Tape drive required by autoloader could not be found.

Using Device Manager, configure all tape drives in the autoloader. If the autoloader contains one tape drive, set the SCSI Ids of the tape drive and the autoloader according to the documentation provided with your autoloader.

If the autoloader contains more than one tape drive, Backup Director requires that some drives' SCSI IDs be set to the numbers immediately following the autoloader's SCSI ID (e.g., if your autoloader's SCSI ID is set to 2, the first drive must be set to 3, the second drive must be set to 4, etc.).

If these actions do not solve the problem, report the error to Palindrome Technical Support.

MD-7

An attempt was made to configure an autoloader that is already configured.

Do not configure the same autoloader more than once.

MD-8

An attempt was made to configure an autoloader that has more than one drive. This requires the Multi-Drive version of the AutoLoader Option software.

Check that the Multi-Drive version of the AutoLoader software has been installed. To use the basic version of the AutoLoader Option software, drives must be removed from the cartridge handling mechanism so that there is only one present.

MD-32

Invalid slot number << >> for this autoloader.

Repeat the operation specifying a valid slot number.

MD-33

Specified slot << >> in autoloader is empty.

Repeat the operation specifying a slot that contains media.

MD-34

A request was made to load media into a device that is not in this autoloader.

The software incorrectly selected a device that is not in the current autoloader. Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-35

A request was made to move media that is not in this autoloader.

incorrectly selected media that is not located in the current autoloader. Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-36

The autoloader loaded media into a device but the device is not in a ready state. This can be caused by a drive failure or by using a cleaning tape in a data tape slot.

Be sure the tape you are using for the operation is not a cleaning tape. If this device is in an AutoLoader, then check the cleaning tape slot configuration. Reconfigure if necessary, reset the device, and retry the operation.

MD-38

Autoloader does not have mechanical media import/export capabilities.

Do not perform operations involving a mechanical import/ export media door with this autoloader.

MD-39

All storage slots in autoloader are full.

When loading media in the autoloader, leave a slot or the drive empty to allow the autoloader to move media.

MD-40

Media label << >> requested was not found in the autoloader.

Make sure the requested media is located in the autoloader and retry the operation or repeat the operation specifying a different qualified label.

MD-41

The specified media is not a cleaning cartridge and cannot be used for cleaning operations.

Repeat the cleaning operation specifying a cleaning cartridge.

MD-42

Autoloader cannot execute request because it is not ready to accept any commands. The autoloader may not be ready for several reasons. The front door of the autoloader may be open, preventing the autoloader from moving media. The autoloader may be in the middle of power-on initialization. If the autoloader has an Online/Offline switch, the switch may be in the offline position.

Ensure that the autoloader door is closed, the autoloader is online, and that it has completed initialization.

MD-43

The cartridge handling mechanism reported that the number of drives mounted within it is 0. This error is detected by the software during initialization. During initialization the software attempts to locate any drives that are mounted in changers. If the cartridge handling mechanism fails to return this value, it may be set to 0.

Power cycle the cartridge handling mechanism and repeat the operation. Ensure that the cartridge magazine is properly mounted in the cartridge handling mechanism. Check the settings on all configuration switches. Some changers have a SCSI-1/SCSI-2 switch that must be set for SCSI-2 operation.

MD-64

Cannot eject open media from device. The application failed to close the media before attempting to eject it.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-65

Please clean the tape drive.

Clean the tape drive using a Palindrome approved cleaning cartridge before proceeding to the next operation. If this message continues to recur, the cleaning cartridge may have reached the end of its useful life. Check the backup device's cleaning instructions for more information.

MD-66

Specified device may be a NetWare volume. Note that using this device may result in the destruction of a NetWare volume.

MD-67

The device is in use by another process.

Wait until the other process completes, then repeat the operation.

MD-68

The device has not been reserved for exclusive use by this process.

Report the error to Palindrome Technical Support.

MD-69

A semaphore failure was encountered for a Backup Device.

Repeat the operation. If this error persists, contact Palindrome Technical Support for assistance.

MD-96

Media is not labeled. This is an internal error which indicates that a blank media has been seen.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-97

This error indicates that the media format is not recognized by Backup Director or the backup device contains defective or dirty heads.

If the media is formatted correctly and you still experience this error, check your backup device's cleaning schedule to determine if cleaning is due and clean the device if necessary.

MD-98

Media has not been opened. The application attempted an operation on a media before the media was opened.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-100

Internal catalog failure. An error prevented the catalog of sessions from being read or written to the media.

Check preceding messages in System Messages for help in diagnosing the problem. If necessary, report this error to Palindrome Technical Support. Print the last two pages of System Messages, as Palindrome Technical Support may ask you to forward this information.

MD-101

Session number << >> is invalid.

Session number zero indicates that there are no sessions on the media. This may be due to a backup operation that wrote a media label but was then aborted before any sessions could be written.

As a temporary solution, try restoring a System Control Database from media prior to when this session was written. Then contact Palindrome Technical Support for additional assistance.

MD-102

Cannot label media. The application attempted to label a media that is already labeled.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-103

Cannot delete the requested session. The application attempted to delete a session that is not eligible for deletion.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-104

Maximum number of concurrently open backup sessions allowed on the media was exceeded.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-105

Session << >> was not found on the media.

Verify the session name and repeat the operation specifying the correct session name. If necessary, repeat the operation on another media.

MD-106

Media cannot be accessed. The media was removed from the drive or the drive was reset.

Make sure the media is in the drive and retry the operation. If an autoloader was in use, it may be necessary to RESCAN the location of media within the autoloader through the Media Pick List before retrying the operation. If the error persists, report it to Palindrome Technical Support.

MD-107

Media is write-protected.

Remove the media from the device and enable writing to the media.

MD-108

Media does not support the requested action.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-109

CRC comparison failure. CRC value calculated when reading from backup media did not match CRC value calculated when data was written.

Retry the operation. For devices connected to a SCSI bus, check the cabling and SCSI bus termination. The bus should be terminated at both ends, one end being the last backup device.

MD-110

Currently loaded media is WORM (Write Once Read Many). This version of Backup Director does not support WORM media.

Replace the media with a non-WORM media.

MD-111

No media index on the media. A media that has a media header but no sessions will not have a media index. This condition is handled internally.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-112

The media index was not found on this media. The media index contains a list of all the sessions on a media.

Retry the operation with another media. An aborted backup may produce media without a media index. If this is the case, this media must be reformatted before it can be used again.

MD-113

Media Transfer Buffer offset was not found in the session.

Retry the operation with another media.

MD-160

Cannot access backup session; stream not selected. This is an internal error which indicates that the application did not open the session properly.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-161

Backup session positioning request invalid.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-162

The application attempted to operate on the session before opening it.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-163

Backup session is already open. The application attempted to open a session that was already open.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

MD-164

Read from the backup session failed.

Review the previous error message for information on correcting the read failure.

MD-165

Write to the backup session failed.

Review the previous error message for information on correcting the write failure.

MD-166

Backup media is almost full. The application will request a new media when finished with this media.

Continue with the suggested media.

MD-167

Soft errors percentage is << >> , reading session << >> on << >> . This NOTE is routinely posted during the scan of each session when verifying media. The figure given is a percentage of soft errors relative to the amount of data in the session. The figure may be more than 100%.

A high percentage of soft errors may indicate a defective or aging media, a backup device that needs cleaning, or a backup device that requires service.

MD-168

Soft errors percentage is << >> , writing session << >> on << >> . This NOTE is routinely posted during the scan of each session when verifying media. The figure given is a percentage of soft errors relative to the amount of data in the session and may exceed 100%.

A high percentage of soft errors may indicate a defective or aging media, a drive that needs cleaning, or a drive that requires service.

MD-169

Excessive soft errors, percentage = << >> , reading session << >> on << >> . The backup device reported an excessive number of soft errors during a read operation.

A single occurrence of this note should not be cause for alarm. However, consistently receiving this note may indicate a defective or aging media, a backup device needing cleaning, or a backup device requiring service.

MD-176

Excessive soft errors reported; percentage = << >> , writing session << >> on << >> . The backup device reported an excessive number of soft errors during a write operation.

A single occurrence of this NOTE should not be cause for alarm. However, consistently receiving this NOTE may indicate a defective or aging media, a backup device that needs cleaning, or a backup device requiring service.

MD-177

Attempted to read from a session that was open for writing or write to a session open for reading.

Report this error to Palindrome Technical Support.

MUM-series Messages

The MUM-series messages pertain to media usage exceptions.

MUM-1

Media << >> is two-sided. The opposite side of this media has already been labeled << >> . Backup Director cannot use this media since it would put incompatible labels on the media.

Use another media or erase the other side of this media. Note that if the media is erased, its current data will be deleted.

MUM-2

Media << >> in device << >> is write-protected.

Eject the media from the device and remove write protection.

MUM-3

Media << >> in autoloader device << >> is write protected.

Eject the media from the device and remove write protection. Use Media Manager to highlight the autoloader device and select View Mounted Media, then Rescan, then retry the operation.

MUM-4

No preferred media available for this operation. There is no media available to restore the System Control Database.

Please load the media that was used for the last automatic operation, if available. Otherwise load the next most recently used media. Note that if the most recently used media is not used to restore, data may be lost and databases may not remain synchronized.

MUM-5

No media was specified for this operation.

When performing unattended operations, specify which media should be used by including the /La label or /U logical device name parameter on the command line.

MUM-8

Backup Director software indicates that media << >> is located in backup device << >> , but the backup device indicates that no media is loaded.

Check the backup device to be sure the media is loaded in the backup device and that the backup device door is closed.

If this error persists with the same media, this may indicate a physical problem with the media that prevents it from being inserted into the backup device. If this error occurs with different media, the backup device and/or autoloader may need servicing.

MUM-9

The autoloader containing device << >> is busy. Backup Director will continue using media located in the drives, but cannot locate media stored in the cartridge holder of the autoloader that is busy.

To use media located in the cartridge holder, review the following message(s) to determine why the autoloader is busy. When the problem is resolved, resubmit the job.

MUM-13

The operation is attempting to use media that has not first been selected.

MUM-14

The operation is attempting to use media that has not been located.

MUM-15

BLANK media is not required for this operation. Preferred media are available (but may not be loaded).

If the operation is uses << >>, it will be labeled << >>. View the Media Pick List and select preferred media or use BLANK media. (Note that using BLANK media will add media to the current media set.)

MUM-16

A BLANK media was not located in any device. If a BLANK media is found it will be labeled .

The requested BLANK media was not located during the previous scan for media. If a BLANK media has now been loaded, continue the operation. Otherwise, load it and continue the operation.

MUM-18

No backup devices were found when scanning the SCSI bus.

Enable the backup device to be used with this installation. Ensure that the device is properly cabled and powered on and scan the bus using Device Manager and select Scan for Devices.

MUM-20

Use of media << >> will defer the scheduled rotation.

View the Media Pick List and select the preferred media from the Media Pick List before continuing this operation. If the operation is continued with the current media, rotate to the next media set as soon as possible.

MUM-21

Use of media << >> will force an early media rotation.

Although you may continue, this is not the preferred media. Continue with the preferred media, if possible, by viewing the Media Pick List and selecting the preferred media. Early rotation may reduce the number

of backup copies available.

MUM-22

Media << >> may not have adequate space to complete the request.

Insert media (with adequate space available) into the backup device and select it for use. Continuing with the current media (which may not contain sufficient space), may cause additional blank media to be labeled and added to the current media set to complete the operation.

MUM-23

Use of media << >> to perform this operation will cause erasable backup sessions to be permanently archived.

Continue with the preferred media, if possible, by viewing the Media Pick List and selecting the preferred media. Continuing with the current media will do no harm, but will cause existing (erasable) backup sessions to be permanently archived (i.e. trapped). This reduces the amount of space available for sessions to be written by future operations, and should be avoided whenever possible.

MUM-24

Use of media << >> will force an unscheduled rotation to another media set. Media will not be utilized properly to maintain the best range of backup copies.

View the Media Pick List and select the preferred media before continuing. If the preferred media is not in the backup device, insert it before continuing.

MUM-25

Media << >> has been retired. This media can only be used for restore or copy operations and should be moved to offsite storage for protection.

View the Media Pick List and select the preferred media.

MUM-26

Media << >> is currently full and can only be used for restore operations at this time. Unless filled with Archive sessions, Backup Director may request this media when the next rotation to this media set occurs.

View the Media Pick List and select the preferred media.

MUM-27

Media << >> cannot be used for Archive operations. This media is configured for Backup sessions only. This may be a requirement of this backup device or Configuration Manager may have Put Archive Sessions on Separate Media from Backups enabled.

View the Media Pick List and select eligible media.

MUM-28

Media << >> cannot be used for Backup operations. This media is configured for Archives only. This may be a requirement of the backup device or Configuration Manager may have Put Archive Sessions on Separate Media from Backups enabled.

View the Media Pick List and select the preferred media.

MUM-29

Media << >> cannot be used for this operation. The media is almost full or has experienced a media exception that may prevent it from completing this backup request. This media may be used again when rotation to this media set occurs. The media is available for restores.

View the Media Pick List and select the preferred media.

MUM-30

Media << >> is write protected.

If you want to write to this media, remove the write protection and retry the operation. Otherwise, use other media for this operation.

MUM-31

Media << >> is not in the current media set.

View the Media Pick List and select the preferred media. Although the operation can be continued with the current media, Backup sessions may be erased prematurely.

MUM-32

Backup Director expected to load the media << >> , but loaded << >> .

Ensure that the expected media is in the backup device and resubmit the job. If the media is in an autoloader, it may be necessary to use Media Manager to View Mounted Media, then Rescan, then resubmit the job.

MUM-36

Unable to eject media << >> from device << >> .

Try ejecting the media using the eject button. If this fails, the media may be physically caught in the backup device and repair may be necessary. Contact your reseller or Palindrome for assistance.

MUM-37

Previously located media << >> not found.

Ensure the proper media is in the backup device(s) and resubmit the job. If this media is in an autoloader, use Media Manager to View Mounted Media, then Rescan, then resubmit the job.

MUM-39

The format operation will take approximately << >> minute(s).

MUM-40

The erase operation will take approximately << >> minute(s).

MUM-43

There are no preferred media available for this operation.

View the Media Pick List for media eligible for this operation. Load eligible media into a device configured for this type of operation.

MUM-46

The media in device << >> was assigned the label << >> .

Place this label on the media for future reference.

MUM-47

Media in autoloader << >> was assigned the label << >> .

Place this label on the media for future reference.

MUM-48

Media in the autoloader may meet the requirements for this operation but is unknown or questionable.

Use Media Manager and highlight the autoloader and select View Mounted Media, then Rescan, then retry the operation.

MUM-49

Rescan was interrupted, but it is safe to stop at this time.

MUM-52

Media << >> is in a device that is not configured for this operation.

Move the media to a device that is configured for this operation or change the Device Priorities for this device (if possible) using Device Manager.

MUM-53

Media << >> does not match the label specified on the command line.

Verify the label specified on the command line and, if correctly specified, review the Media Pick List and select the media that matches the label.

MUM-60

Media label << >> has already been used during the current rotation and its use will violate the configured Daily Change within Media Set.

View the Media Pick List and select the preferred media.

MUM-63

Media << >> has been retired. Using this media for backup operations may damage existing data.

Use this media for restore only.

MUM-70

Data stored on media << >> may be permanently destroyed by this operation.

This media may contain valuable data. To review the contents of this media, use Media Manager to View Mounted Media and select Journal. After determining the contents, either continue this operation (which may destroy data) or select another media.

MUM-71

An error occurred while performing this media request.

MUM-74

Media << >> is not located in the required device. The program failed to locate the requested media during the previous scan for media.

If this media is now loaded in the required device, continue the operation. Otherwise return to the Media Pick List to select another media.

MUM-75

Media << >> is the wrong type for this operation.

Choose a preferred or eligible media from the Media Pick List.

MUM-76

Media << >> is not listed as a valid media for this operation.

Choose a preferred or eligible media from the Suggested Media List.

MUM-77

Media << >> is managed by a different installation and cannot be used for the specified operation.

View the Media Pick List and select the preferred media or use Media Manager to Erase this media so that it can be used for this installation. Note that erasing this media will cause all existing data on the media to be deleted.

MUM-78

Invalid media type << >> .

Retry the operation specifying a valid media type. Valid media types are: BLANK, COPY, EXPORT, UNFRMT, and UNKNOWN.

MUM-79

The current media is a cleaning cartridge. Choosing this media will cause a backup device in the autoloader to be cleaned.

To complete the requested operation, return to the Media Pick List and select a different media.

If the autoloader contains multiple backup devices and one is to be cleaned, continue with this operation by selecting the desired device when prompted.

MUM-80

Media << >> cannot be used by this installation because the media uses an incompatible format. If must be reformatted prior to use with this installation (reformatting will cause all existing data to be deleted).

To format this media, use Media Manager to View Mounted Media and select Operations/Format. OR View the Media Pick List and select a different media for this operation.

MUM-81

The device << >> was cleaned.

Record the number of times the cleaning cartridge has been used. Replace the cleaning cartridge when the number of uses reaches the maximum designated by the manufacturer.

MUM-82

An attempt was made to clean device << >> , but the device still reports that cleaning is needed. This usually indicates that the cleaning cartridge has reached its maximum number of uses.

Replace the cleaning cartridge with a new one and rerun the cleaning operation.

MUM-83

Formatting has completed successfully. However, new data tapes often carry debris that can be transferred to the tape drive write/read heads, and the drive should now be cleaned.

Clean the drive using an approved cleaning tape.

MUM-84

Backup Director could not select media for the operation, or the user declined to select media.

Make media eligible for this operation available, and repeat the operation.

MUM-85

The media labeled << >> is already in use.

Make other eligible media available and retry the operation.

MUM-86

No backup devices were found or currently configured backup devices are in use for another operation.

Use Device Manager to scan for devices and if none are configured, add them using Operations/Add Device or repeat this operation when configured devices are available.

MUM-87

If additional devices were available, they would have been used for this operation.

MX-series Messages

The MX-series messages pertain to Media Transfer Buffer exceptions.

MX-1

Out of memory for transfer buffers.

Free up memory by eliminating or minimizing programs not necessary at this time or by using NetWare shells that can be loaded into high memory. Retry the operation. If possible, add more memory to the system.

MX-2

Invalid active buffer size specified.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

NATV-series Messages

The NATV-series messages relate to native environment exceptions.

NATV-1

Cannot access server << >> . NetWare allows connection to a maximum of eight servers at a time. Drive mappings to remote servers each consume one connection. Two available connections are required.

Reduce remote server connections to a maximum of six.

NATV-2

Cannot access server << >> . NetWare allows connection to a maximum of eight servers at a time. Drive mappings to remote servers each consume one connection. Two available connections are required.

Reduce remote server connections to a maximum of six.

NATV-4

Cannot access server << >> . Auto Login is invalid or not enabled.

Ensure that the auto login user and password defined in Configuration Manager is a defined user for that server.

NATV-5

Unknown file server << >> .

Ensure that the server is available to the network. If the server name has changed, update the Protected Resource List in Resource Manager.

NATV-6

Cannot access server << >> . The server's Bindery is locked. This may be a temporary situation.

Retry the operation. If the error persists, determine which application is causing this condition and either close the application or take steps to correct it.

NATV-7

No response from server << >> .

Ensure that the server is available to the network, then retry the operation.

NATV-8

Cannot access server << >> . The cause is unknown. The NetWare error code is << >> .

NATV-9

Cannot restore initial login for << >> . Server detached. The permanent login user's password differs from the Backup Director password.

Because it is not possible to query the server for the user's password, logging out is the only secure action to take. Name the original user's password the same as the Backup Director password using Configuration Manager.

NATV-10

Internal error while accessing << >> .

NATV-11

Connection to << >> dropped prematurely. Most dropped connections relate to the network environment. In some cases, this error may indicate that the target resource is out of disk space.

For dropped connections, make the following adjustments to the Backup Director installation server:

1. In STARTUP.NCF add SET MINIMUM PACKET RECEIVE BUFFERS=100 (or more) to increase the available packet receive buffers, then reboot the server.

2. Ensure that Available Cache Buffers do not fall below 20%-30% of Total Cache Buffers.

3. From the server console (and in AUTOEXEC.NCF), issue the following command **for 3.x servers**: LOAD SPXCONFG A=5000 V=100 W=3000 R=255 Q=1 to increase SPX timeouts and retries. (**For 4.x servers**, load SERVMAN and create similar settings.)

If the problem persists see the *Installation Guide* for more information on tuning servers. If out of target resource disk space, free up space and retry the operation.

NATV-12

Current user name << >> connected to << >> does not match the Auto Login name.

Log in as the Auto Login User defined in Configuration Manager. If necessary, change the configured Auto Login name.

NATV-13

Current user password connected to << >> does not match the password in Configuration Manager.

Change either the user password or the password in Configuration Manager, so that they match.

NATV-14

No primary server connection established.

Log in to the network.

NATV-15

Unable to connect to server << >> .

Check the following:

1.   Be sure that the Auto Login name and password match the user and password on this server.
2.   Ensure this server is available to the network.
3.   Ensure the Auto Login User has no concurrent maximum connection restrictions.
4.   Check for available connections.

NATV-16

Resource specification << >> is not supported by this network type.

NATV-18

Initialization for establishing a connection to << >> is not possible.

NATV-19

Cannot properly disconnect from << >> .

NATV-20

Cannot establish a connection to << >> .

NATV-21

NDS login could not be established.

NATV-22

<< >> is not a NetWare 4.x server.

NATV-23

Unable to log into NDS tree << >>. The password maybe missing or incorrect.

Verify that the user name and password in the NDS tree matches that of the Auto Login Name and password set in Configuration Manager.

NATV-24

Already logged into NDS tree << >>.

NATV-25

Can not create Auto Login User. The user installing may not have sufficient RIGHTS to create the user.

Ensure the logged in user has the RIGHTS to create users in the Bindery or NDS tree.

NATV-26

Can not create EVERYONE group on server. The user installing may not have sufficient RIGHTS to create this group.

Ensure the logged in user has RIGHTS to create groups in the Bindery or NDS tree.

NATV-27

No connection to server << >> .

Verify your connections and retry the operation.

NATV-28

<< >> does not have Supervisor-equivalent rights on this server.

Repeat the request with a user that has at least Supervisor-equivalent rights or give this user Supervisor-equivalent rights.

NATV-29

<< >> is not a valid user name.

Repeat the request with another user name or create a user with this name.

NDSIMP-series Messages

The NDSIMP-series messages pertain to NDS import exceptions.

NDSIMP-1

Required resource << >> is not loaded. Load the named resource and retry the operation.

NDSIMP-2

Unable to import NDS API .

NDSIMP-3

Unable to unimport NDS API .

NENV-series Messages

The NENV-series messages pertain to NetWare NLM Environment exceptions.

NENV-1

<< >> version << >> should not be used. The preferred version is << >> .

To upgrade:

1.   Obtain a copy of the preferred version.
2.   Update the server to the preferred version.

3. Unload the module, and then reload with the updated version.

NENV-2

<< >> version << >> should not be used.

Follow the recommended actions for error NENV-1.

NENV-3

<< >> version << >> is an acceptable version, but it is strongly recommended that it be upgraded to the preferred version << >> .

Follow the recommended actions for error NENV-1.

NENV-4

<< >> version << >> is an older version of the module. Version << >> is preferred and is recommended.

Follow the recommended actions for error NENV-1.

NENV-5

<< >> was not found. This module is required for operation.

Load the required module. Rerun this NLM Environment Checker (PALCHECK.NLM) to ensure that a proper version of the module is loaded.

NENV-6

SET << >> is set to << >> . This should not be set.

It is recommended that this setting be changed as suggested.

NENV-7

SET << >> is NOT set. This should be set.

It is recommended that this setting be changed as suggested.

NENV-8

SET << >> is set to << >> . It is recommended that this be set to << >>.

It is recommended that this setting be changed as suggested.

NENV-9

SET << >> is set to << >> . It is recommended that this be set to << >> .

It is recommended that this setting be changed as suggested.

NENV-10

SET << >> is set to << >> . It is recommended that this not be set to << >> .

It is recommended that this setting be changed as suggested.

NENV-11

SET << >> is set to << >> . It is recommended that this be set to greater than << >> .

It is recommended that this setting be changed as suggested.

NENV-12

SET << >> is set to << >> . It is recommended that this be set to less than << >>.

It is recommended that this setting be changed as suggested.

NENV-13

SET << >> is set to << >> . It is recommended that this be set greater than or equal to << >> .

It is recommended that this setting be changed as suggested.

NENV-14

SET << >> is set to << >> . It is recommended that this be set less than or equal to << >> .

It is recommended that this setting be changed as suggested.

NENV-15

SET << >> : cannot compare a symbol to a value. An attempt was made to check the indicated setting, but the result type did not match the expected type. This error should not occur.

NENV-16

SET << >> : the value of this setting could not be retrieved. An attempt was made to retrieve and verify the value of this server setting, but the attempt failed. This error should not occur.

NENV-17

Cannot open the information database file << >> . The explanation given is << >> . The information in the information database file is necessary to evaluate parameter settings and modules.

Be sure that a copy of the information database (MODULE.NFO) has been copied to the indicated location. Copy the infobase from the installation diskettes to the indicated location.

NENV-18

Line << >> of the information database file << >> is << >> characters long. The maximum allowed line length is << >> . A long string can be broken into two or more shorter strings on separate lines. The line was << >> .

Break this line into two or more lines.

NENV-19

Error reading information database file << >> . The explanation given was << >> .

Ensure that another application doesn't have the file open.

NENV-20

Syntax error on line << >> reading the information database. The input was << >> .

Ensure that the proper file is being used for input for the information database.

NENV-21

Unexpected end-of-file in information database file << >> .

Ensure that the proper file is used with this application.

NENV-22

Cannot find information database file << >> . This file should be located in the same directory as the resource files, or in the same directory as this NLM.

Locate the file on the installation diskettes and copy the file to either the resource file directory or to the directory containing this NLM.

NENV-23

The NetWare environment was not checked completely. This check should be completed before any backup operation is attempted.

Re-run the environment checker by typing the command: LOAD PALCHECK at the server console prompt.

NETIPC-series Messages

The NETIPC-series messages relate to Network Interprocess Communication exceptions.

NETIPC-1

Unable to accept connect request.

Arrived on << >> Established on << >> Reason: << >> . Check network connections.

NETIPC-2

Unable to dynamically allocate the memory required to provide the bind service used for interprocess communication. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-3

Unable to dynamically allocate the memory required to provide the call service used for interprocess communication. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-4

Unable to bind protocol. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-5

Unable to establish a connection. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-6

Unable to retrieve the underlying characteristics of the transport protocol being used. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-7

Unable to get the current event at the specified transport endpoint. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-8

A disconnect was detected. File handle: << >> .

Check network connections.

NETIPC-9

Orderly release indication received. File handle: << >> .

Check network connections.

NETIPC-10

Datagram error indication received. File handle: << >> .

Check network connections.

NETIPC-11

Unable to initialize a transport endpoint. Transport Protocol Path: << >> Reason: << >> .

Check network connections.

NETIPC-12

Unable to receive data. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-13

Unable to transmit data. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-14

Disconnect failure. File handle: << >> Reason: << >> .

Check network connections.

NETIPC-15

Transport provider does not support transfer service data units. File handle: << >> .

Check network connections.

NETIPC-16

Transport provider does not support normal data transfer. File handle: << >> .

Check network connections.

NETIPC-17

Transport provider returned unknown transport service data unit indication. File handle: << >> TSDU code: << >> .

Check network connections.

NETIPC-18

Message received does not fit within the specified buffer. File Handle: << >>. Buffer Size: << >> . Data Size: << >> .

Check network connections.

NETIPC-20

A message was received containing an unknown message type. The type was << >> .

NETIPC-21

The IPC received a message with the wrong protocol version number. The version received was << >> but this jobs version is << >> .

NETIPC-22

The IPC received a message with an invalid size. The size received was << >> but the correct size is << >> .

NETIPC-23

The << >> service is only supported under the NLM platform. This is an internal software failure.

NETIPC-24

The NETIPC layer timed out. This error could be caused by a slow network or an overloaded server.

1.   Ensure that sufficient memory is available to handle all applications running at the same time.
2.   If possible, schedule the job at a time when less applications are running.
3.   Consider upgrading LAN components to faster speed units. Consider adding server memory.

NETIPC-25

Status was requested on a channel that is no longer connected. This error could be caused by a slow network or an overloaded server.

1.   Ensure that sufficient memory is available to handle all applications running at the same time.
2.   If possible, schedule the job at a time when less applications are running.
3.   Consider upgrading LAN components to faster speed units. Also, consider adding server memory.

NETIPC-27

Couldn't locate the server's network address. Server name: << >> .

Check the network connections or the ETC\host file

NETIPC-28

Couldn't resolve the port address to a machine's service. Server name: << >>. Port name: << >> .

Check the ETC\services file or the installation directory for the file TCPPORTS.

NETIPC-29

Unable to locate Server name: << >> .

Check for properly installed network protocols and connections.

NFY-series Messages

The NFY-series messages pertain to notification exceptions.

NFY-1

An attempt to send a message to user << >> on server << >> has failed.

Be sure the specified server is operational. If no connections are established to the server, ensure auto login is configured and that the user login and password for this server match the Auto Login User and Password. This information can be viewed in Configuration Manager.

NFY-2

A connection to the server << >> was made, but none of the connections of the user << >> received the message successfully. The user may have turned off Broadcast messages for ALL connections, or the user may already have two broadcast messages waiting to be read

Ensure that at least one of the user's connections can receive Broadcast messages and has less than two messages waiting to be read.

NFY-4

The electronic mail address << >> given for the user << >> is not a valid electronic mail address. A valid electronic mail address is of the form: "user@workgroup" (for example, jsmith@palindrome).

Change the "E-mail address" entry in the Admin Notification List for the user to a valid electronic mail address.

NFY-7

An electronic mail message could not be sent to user << >> at electronic mail address << >> .

Ensure that the electronic mail address exists and that it can receive electronic mail messages.

NFY-9

The header (containing sender, receiver, and subject information) for an electronic mail message could not be built (written to a file). This error may be associated with access permissions or available disk space on the server

Ensure that the logged in user has sufficient rights to perform this operation. Verify that there is sufficient disk space available on the server.

NFY-11

The MHS Mail Volume has not been defined.

1.   Use Configuration Manager and select Configure and System.
2.   Choose the Admin List tab.
3.   Enter the name of the server and volume containing the MHS directory structure into the "MHS Mail Path" field.

NFY-12

Cannot connect to server volume << >> .

Be sure the volume is a legal volume and check for lost network connections.

NFY-13

A notification message could not be sent to user << >> on server << >> because a user of this name could not be found.

Verify that the user still exists on the specified server.

NFY-14

Unsupported action performed: << >> .

NFY-16

For SNMP notification to be enabled, the module SNMP.NLM must be loaded, but it is not.

Either load SNMP.NLM on the installation server to enable SNMP Notification or disable SNMP Notification as follows:

1.   Use Configuration Manager and select Configure and System.

2.   Choose the General tab and disable all SNMP Alert On choices (Notes,Warnings,Errors).

NW-series Messages

The NW-series messages relate to NetWare Operating System exceptions.

NW-1

Invalid DOS Function Number.

NW-128

The specified file is in use.

file is open by another application, wait until it is freed up and retry the operation.

NW-129

No more file handles.

Either close applications not needed at this time or configure for additional file handles, if possible. Then retry the operation.

NW-130

No open privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-131

I/O Error on network disk.

NW-132

No create privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-133

No create or delete privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-134

File exists in Read Only mode during create.

NW-135

File name contains wild card characters.

Replace the wild card symbols with actual characters and retry the operation.

NW-136

Invalid file handle specified.

NW-137

No search privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-138

No delete privileges.

To upgrade:
1.   Obtain a copy of the preferred version.
2.   Update the server to the preferred version.
3.   Unload the module, and then reload with the updated version.

NW-139

No rename privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-140

No modify privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-141

Some of the specified files are in use.

Wait until other applications are done with the file(s) and retry the operation.

NW-142

None of the files are in use.

NW-143

Some of the specified files are Read Only.

NW-144

None of the files affected are read only.

NW-145

A file already exists with the name of the specified target file.

Choose a different target file name or delete (or rename) the existing file and retry the operation.

NW-146

No files were renamed because the target name already exists.

Choose a different target file name or delete (or rename) the existing disk file and retry the operation.

NW-147

No read privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-148

No write privileges, or files are read only.

Ensure the logged in user has sufficient rights to perform this operation.

NW-149

File is detached.

NW-150

Server out of memory.

1.   Close applications not needed at this time and retry the operation.
2.   If possible, schedule this job for execution at a time when network<r> traffic is less.
3.   Consider adding server memory.

NW-151

Disk space exhausted for spool file.

NW-152

Specified volume does not exist.

NW-153

The specified directory is full.

1.   Ensure there are no directory space restrictions on the logged in user.
2.   Migrate or delete obsolete files no longer used to free up disk space in the directory.
3.   Retry the operation.

NW-154

An invalid attempt was made to rename across volumes.

NW-155

Invalid directory handle specified.

NW-156

Invalid path specified.

Ensure the items in the path are valid and spelled correctly and retry the operation.

NW-157

Directory handles exhausted.

NW-158

Invalid file name specified.

Check for illegal characters in the file name and ensure the file name is spelled correctly. Retry the operation.

NW-159

Directory is active.

NW-160

Directory contains entries.

NW-161

Directory I/O error.

NW-162

Attempt to read file with locked record.

If another application is using the file, wait until the other application is done and retry the operation.

NW-176

Search drive table full.

NW-177

Specified drive is not mapped.

NW-178

Can't map to local drive.

NW-179

Invalid map type specified.

NW-180

Invalid drive letter specified.

NW-181

No drive is available.

NW-182

The workstation is out of memory.

1.   Unload TSRs not needed at this time.
2.   If possible, move some items to high memory.
3.   If this is a persistent problem, consider adding workstation memory.
4.   Retry the operation.

NW-183

Invalid search drive specified.

NW-184

Path environment variable is invalid.

NW-192

No account privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-193

Account balance is exhausted.

NW-194

Account credit limit is exceeded.

NW-195

Account hold limit exceeded.

NW-197

Intruder detection − account locked.

NW-198

No console operator privileges.

NW-208

General queue error.

NW-209

No queue specified.

NW-210

No queue server attached.

NW-211

Invalid queue rights.

NW-212

The queue is full.

NW-213

Specified queue job does not exist. The job may have been previously deleted.

Check the specified job number for accuracy. If the job has been deleted, it must be re-submitted as a new job.

NW-214

No queue job rights.

NW-215

The specified queue job is being serviced.

NW-217

The specified station is not a queue server.

NW-218

The specified queue has been halted.

The queue must be restarted before jobs will be serviced.

NW-219

The maximum number of queue servers are attached.

NW-220

Account has been disabled.

NW-222

Password has expired and no more grace logins remain.

A new password must be entered.

NW-223

The current password has expired.

A new password must be entered.

NW-232

Specified parameter is not an item property.

NW-233

Member already exists.

Check the spelling of the member being added and correct, if in error, or choose a different name.

NW-234

Specified member does not exist.

NW-235

Specified parameter is not a group property.

NW-236

Specified segment does not exist.

NW-237

Specified property already exists.

NW-238

Specified object already exists.

NW-239

Invalid name specified.

NW-240

Wild card characters are not allowed.

Remove the wild card symbols and re-submit the request using legal standard characters.

NW-241

Invalid bindery security.

NW-242

No object read privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-243

No object rename privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-244

No object delete privileges.

logged in user has sufficient rights to perform this operation.

NW-245

No object create privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-246

No property delete privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-247

No property create privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-248

No property write privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-249

No property read privileges.

Ensure the logged in user has sufficient rights to perform this operation.

NW-250

Server connections slots exhausted.

NW-251

Server unknown request.

NW-252

Specified object does not exist.

NW-254

General NetWare failure (254).

NW-255

General NetWare failure (255).

PAL-series Messages

The PAL-series messages pertain to Palindrome Library exceptions.

PAL-1

The operation identifier << >> is invalid. This application cannot be loaded directly.

PAL-2

The job identifier string << >> format is invalid.

Re-enter the job identifier string in the format: {job number}:{job entry date}:{job entry time}.

1.   The job number must be in NNNNNN format, zero filled (leading zeros indicated).
2.   The job entry date must be in MMDDYY format.
3.   The job entry time must be in HHMMSS format.
4.   When the correction have been made, re-submit the request.

PAL-3

The job identifier string is either too short or too long.

Follow the recommended actions for error PAL-2.

PAL-4

The job identifier string contains illegal characters.

Follow the recommended actions for error PAL-2.

PAL-5

The job identifier string contains one or more illegal or misplaced separators.

Follow the recommended actions for error PAL-2.

PAL-6

User name << >> is either too short or too long.

Make the correction to the user name and re-submit the request.

PAL-7

Server name << >> is either too short or too long.

Correct the server name and re-submit the request.

PAL-8

The job information object can not be configured for message notification.

PAL-9

Email name << >> is invalid. The email name may be either too short or too long, or may not be in 'user@workgroup' format.

Re-enter the information in correct Email format.

PAL-10

The job information object can not be configured for email notification.

PAL-11

Invalid string number << >> .

PAL-12

Unable to set string << >> because string data area would overflow.

PERSOBJ-series Messages

The PERSOBJ-series messages relate to Persistent Object Block exceptions.

PERSOBJ-1

Unable to read a persistent object marker.

Report this error to Palindrome Technical Support.

PERSOBJ-2

Unspecified method for loading or storing a persistent object.

PERSOBJ-3

Unspecified method for constructing a persistent object.

Report this error to Palindrome Technical Support.

PERSOBJ-4

The persistent object manager encountered an unknown object type.

Report this error to Palindrome Technical Support.

PERSOBJ-5

The persistent object manager encountered an unexpected type.

Report this error to Palindrome Technical Support.

PLCLIB-series Messages

The PLCLIB-series messages pertain to Palindrome C Library exceptions.

PLCLIB-1

The target directory for the copy operation is not a valid directory. Either the target directory does not exist OR the target name may already exist as a file name.

Select a different name for the target directory or delete (or rename) the existing file, then retry the

operation.

PLCLIB-2

The source file for the copy operation << >> could not be opened. The file may be locked by another application.

If the file is unshareably locked by another application, wait until that application is done, and retry the operation.

Verify that the logged in user has sufficient rights for this directory and access rights to the file in question.

PLCLIB-3

Could not create directory << >> . A file or directory already exists with the same name.

Select a different name for the directory or delete (or rename) the existing file, then retry the operation.

PLCLIB-4

Could not create directory . A directory with that name already exists.

Select a different name for the directory.

PLCLIB-5

A connection ID could not be obtained for << >> . In the process of completing a path in the current tracking name space, a query was made to obtain the connection ID to the server on that path, but the server could not be found.

Be sure there is a connection to the named server and retry the command.

PLCLIB-6

The tracking name space selected for this resource is not present: << >> . To complete a path in the current tracking name space, that name space must be present on the resource.

1. View the Protected Resource List to see which name space is the current tracking name space for this resource.
2. Be sure that name space is loaded.
3. Then retry this command.

PLCLIB-7

An error occurred when completing the path in the current tracking name space for << >> . Potential causes of this error include an invalid path, an invalid extension, a volume that does not exist, or a NetWare shell error.

Check the validity of the path in the DOS name space and check the workstation shell (upgrading the shell version may help this condition). Then retry this command.

PLCLIB-8

Volume storage information could not be obtained for << >> .

PLCLIB-9

This is an internal software exception. A global NETWORK software component is required for << >> , but does not exist.

Report this error to Palindrome Technical Support.

PLCLIB-10

An attempt to set information about the file << >> has failed.

Report this error to Palindrome Technical Support.

PLCLIB-11

Information could not be obtained about connection << >> .

Report this error to Palindrome Technical Support.

PLCLIB-12

Unable to find a connection to server << >> .

Report this error to Palindrome Technical Support.

PLCLIB-13

The target file for the copy operation << >> could not be opened successfully. This file may be flagged as Read- Only or the logged in user may not have sufficient rights to the target directory.

1. If the target file is Read-Only, consider changing this flag temporarily so that the copy operation can complete.
2. Be sure the logged in user has sufficient rights to perform this operation.
3. Then retry the operation.

PLCLIB-14

The target file for the copy operation << >> could not be written successfully. This file may be flagged as Read-Only or the logged in user may not have sufficient rights to the target directory.

1. If the target file is Read-Only, consider changing this flag temporarily so that the copy operation can complete.
2. Be sure the logged in user has sufficient rights to perform this operation.
3. Then retry the operation.

PLSM-series Messages

The PLSM-series errors pertain to Storage Management File System exceptions.

PLSM-1

Failure accessing resource << >> .

PLSM-2

Resource << >> does not support << >> .

PLSM-4

Resource << >> has not started the scanning process for items (or data sets).

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-5

Resource << >> can have only one item scan process active. This second request has been rejected.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-6

The returned item (or data set) does not match the one being held by the << >> resource's scan process.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-7

The << >> name-space type is not known by resource.

PLSM-8

The directory (or data set) << >> located on resource << >> has been skipped. . Directory (or data set) names must be less than 256 characters and must NOT contain the backslash character.

Change the name of this directory (or data set) to an acceptable length and valid characters.

PLSM-9

The file (or data set) << >> located on resource << >> has been skipped. File (or data set) names must be less than 256 characters and must NOT contain the backslash character.

Eliminate the problem by changing the name of this file.

PLSM-11

The file (or data set) << >> was not copied. The destination directory << >> does not exist or is invalid.

Files can be copied only to an existing directory. Check the resource for the existence of this destination directory.

PLSM-12

The file (or data set) << >> was not copied. The destination << >> is a directory.

Change the destination file name or copy to a different location.

PLSM-50

A resource (or volume) instance is not known by the Storage Management File System manager.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-51

Resource specification format << >> is not supported.

Use the Target Service/Resource (or Server/Volume) specification format.

PLSM-52

The Target Service Agent instance is not known by the Storage Management File System manager.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-53

There are no Target Service Agents that match the << >> pattern.

1.   Check the spelling of the TSA name.

2.   Ensure the TSA is a version supported by this product and that it is properly loaded. Unload and reload the TSA, if necessary.

3.   If the TSA has been upgraded, access the Protected Resource List.

4.   Highlight the resource and click on the Configure tab.

5.   Select Edit.

6.   In the protected resource name group box, select Configure.

7.   Re-select the server, TSA, Target Source, and resource.

PLSM-54

There are no Storage Management Data Requestors that match the << >> pattern.

Check the spelling of the TSA name. If correct, ensure the Storage Management Data Requestor (SMDR) is properly loaded. If the SMDR is loaded, unload and reload it.

PLSM-100

Failure accessing the << >> Target Service (or machine).

Be sure the TSA is loaded. Some TSAs have a separate program for each Target Service (TS) that they manage; for example, the DOS TSA requires a TSR program loaded on each workstation it manages.

PLSM-101

A connection to Target Service Agent << >> is required, but does not exist. This error may be the result of upgrading the NetWare operating system. Since a NetWare operating system upgrade can cause a Target Service (TS) name to change (e.g. NetWare 4.0 File System changing to NetWare 4.01 File System), the TS name within Backup Director needs to be reconfigured.

To reconfigure the Target Service name:

1.   Access the Protected Resource List.

2.   Highlight the resource and click on the Configure tab.

3.   Select Edit.

4.   In the protected resource name group box, select Configure.

5.   Re-select the server, TSA, Target Source, and resource.

PLSM-102

The attempt to login to a Target Service or machine has failed. A connection to a Target Service (or machine) is required, but only a connection to the Target Service Agent << >> exists.

following:

1.   Verify that the user name matches that of the Auto Login Name and password set in Configuration Manager. Ensure that the same login name and password exist on the target resource.

2.   The resource may not be available at this time. Review the NetWare system log for dropped connections. Be sure the resource is available, then retry the operation.

PLSM-103

A connection to the << >> Target Service (or machine) is requested. However, a connection to << >> already exists.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-104

A connection to the Target Service Agent << >> already exists.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-105

The resource instance is not known.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-106

The << >> resource is the second request of this << >> Target Service (or machine). The << >> resource already exists.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-107

The requested << >> resource is not available on the << >> Target Service (or machine). Additionally, some versions of TSANDS.NLM allow container objects placed in the file SYS:SYSTEM\TSA\TSANDS.CFG to be added to the Protected Resource List as a resource.

1.   Ensure the resource exists on this Target Service.

2. For non-volume resources, ensure that the proper Target Service Agent and/or Target Service software is loaded.

3. For container objects on the Protected Resource List, ensure that the TSANDS.CFG file has not been deleted and that the container object still exists within the TSANDS.CFG file.

PLSM-108

The << >> Target Service Agent has no Target Services (or machines) available.

If this TSA supports remote workstations, be sure the workstation is connected and the necessary Target Service software is loaded on the workstation.

PLSM-109

The << >> Target Service (or machine) has no resources (or volumes) available.

Make volumes available and reload the TSA.

PLSM-110

The connection request to the << >> Target Service (or machine) has failed.

1. Ensure the Target Service is available on the TSA.

2. Ensure the user name and password are valid for the Target Service.

3. Ensure that the user does not have concurrent connection limitations.

4. If the Target Service is for NetWare 4.x, use the command SET BINDERY CONTEXT to verify the bindery context on the server where the Target Service Agent is loaded.

5. Be sure that the target server is accessible.

PLSM-150

The << >> item (or data set) was not removed.

PLSM-151

The << >> item (or data set) has been cloned. It does not support any action requests (e.g. remove, etc.).

Retry the operation. If the error persists, report it to Palindrome Technical Support.

PLSM-152

The << >> item (or data set) has already been removed.

PLSM-153

The << >> item (or data set) does not have an Owner name defined.

No action is required, but since files without owners cannot be expanded, you may wish to review the item list and assign an owner name to the file(s).

PLSM-200

The << >> was skipped because its name contains characters that Backup Director considers illegal: << >> .

Remove the illegal characters, listed above, from the name.

PTM-series Messages

The PTM-series messages pertain to Palindrome Time Component exceptions.

PTM-1

String << >> does not contain a time specification.

PTM-2

Invalid time specification in string << >> . The string is either too short or too long.

PTM-3

Invalid date specification in string << >> .

PTM-4

Invalid month specification in string << >> .

PTM-5

Invalid day specification in string << >> .

PTM-6

Invalid time specification in string << >> .

PTM-7

Invalid minute specification in string << >> .

PTM-8

Invalid hour specification in string << >> .

PTM-9

Invalid second specification in string << >> .

PTM-10

Time string << >> not in {date}{separator}{time} format.

The date may be in either MMDDYY or DDMMYY format. The time must be in HHMMSS format. Valid separators are '- ', '/', '.', and ':'.

PTM-11

There is an illegal or incorrectly placed separator in the time string << >> .

PTM-12

Unable to convert time string from << >> to << >> .

RM-series Messages

The RM-series messages pertain to Palindrome Rotation Manager exceptions.

RM-1

The last rotation time << >> is after the present time << >> . Either the server or workstation (or both) have incorrect dates and times.

Set the clock on the server and/or workstation, where Backup Director is running, to the correct date and time.

RM-2

The media set << >> is not known to the Rotation Manager.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

RM-3

The media set << >> is already known to the Rotation Manager.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

RM-4

The installation is rotating to the << >> media set.

RS-series Messages

The RS-series messages pertain to Restore Session exceptions.

RS-1

Suspect file << >> was restored.

No action is required. This is an information note that indicates that a file that was backed up with suspect protection (i.e. the file may have been open for writing by another process while being backed up) has now been restored. The restored file may be corrupt.

RS-3

File << >> was skipped by user request during the restore operation.

RS-4

Media << >> in the drive is in PALDF format. The currently installed version of Backup Director does not support PALDF.

Data on this media can only be restored using a previous version of Backup Director.

RS-5

The session << >> on << >> contains the following name space(s) not supported on : << >> .

If the target resource supports multiple name spaces, add the missing name space(s) to the target resource or ignore this warning.

RS-9

An error occurred while restoring << >> .

Refer to the associated SMS error for more information.

RS-10

A CRC error occurred while restoring << >> .

Check for proper SCSI bus cable length, replace the SCSI cable, if possible, and ensure that the SCSI bus is properly terminated at both ends.

RSC-series Messages

The RSC-series messages relate to the program's Resource files.

RSC-1

The request has failed because a resource was not in the current resource database (i.e. *.RSF files). The *.rsf files may be corrupted and need to be replaced.

Copy the *.RSF files from the installation diskettes and retry the operation.

SD-series Messages

The SD-series messages pertain to SCSI device exceptions.

SD-1

SCSI device reported an error.

Retry the operation.

SD-2

The SCSI device is not in a ready state and cannot process the request. There may be no media in the backup device. If this is an autoloader backup devices, the autoloader may be open or the device may be in the process of initializing.

Ensure that there is media in the device and then retry the operation. If this is a medium changer, be sure the medium changer door is closed and that initialization has completed, then retry the operation.

SD-3

SCSI device is in the process of going to a ready state.

Wait for the device to go to a ready state, then retry the operation.

SD-4

SCSI device has reported a power-up reset. This can be caused by a loose cable connection, a device door that is open, or a defective micro switch on the door closure mechanism that reports the door open when appears closed.

Check the power cable at both ends to ensure that it is correct and be sure the device's door is closed securely.

Check for a loose or faulty door switch. If this device has front panel indicators, be sure the lights or LEDs indicate a closed door.

SD-5

SCSI device has reported a possible media change caused by the device's door being opened during an operation.

Be sure the device's door is closed securely. Check for a loose or faulty door switch. If this device has front panel indicators, be sure the lights or LEDs indicate a closed door.

If media has been removed from the backup device before the application requested a change, re-insert it into the device and continue the operation.

SD-6

SCSI device is busy. The device is currently handling another command.

When the other command completes, retry the operation.

SD-7

SCSI device is reserved by another initiator. When two initiators (servers/workstations) are connected to the same SCSI device, each initiator must reserve the SCSI device exclusively.

Retry the operation. If the error persists, check the device configuration using Device Manager.

SD-8

SCSI device has rejected a command. A SCSI device will reject a command that contains an invalid option or a command that cannot be executed because of the current drive mode. This may also be caused by an internal software failure.

Make sure the firmware version of the SCSI device is supported and retry the operation.

SD-9

The media in the backup device is write-protected.

Remove the write-protection from the media and retry the operation.

SD-10

The backup device has reported a media error.

Retry the operation. If the error persists, insert another media into the drive and retry the operation.

SD-11

The backup device has reported a hardware error.

Power cycle the device and retry the operation. If this is an autoloader and it provides a user-executable calibration procedure, perform the calibration, then retry the operation.

SD-12

The backup device has reached the end of recorded data.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

SD-13

The backup device has reported an aborted command. The cause is unknown.

Retry the operation.

SD-14

The backup device has reached the physical end of media. The software failed to detect that the media was almost full.

Be sure the firmware version of the backup device is supported. If you are using a supported firmware version, retry the operation with another media.

SD-15

SCSI device has reported an exception. No sense key present.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

SD-16

The backup device has reported a recovered error. The cause is unknown.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

SD-17

This media was written by a data compression drive. The backup device cannot decompress the data on this media.

Move the media to a device that is capable of decompressing the data.

SEMA-series Messages

The SEMA-series messages pertain to semaphore exceptions.

SEMA-1

A timeout has occurred while waiting on a semaphore. Retry the operation. If the error persists, report it to Palindrome Technical Support.

SEMA-2

The network semaphore << >> could not be opened.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

SEMA-3

The value of the network semaphore << >> could not be obtained.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

SEMA-4

The network semaphore << >> could not be released.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

SEMA-5

An error occurred attempting to create a semaphore. Also, the installation server may not be finding all needed resources.

1.   Run PALCHECK.NLM (the environmental checker) to ensure that the correct versions of all needed resources are loaded.
2.   Load any missing modules.
3.   Then retry the operation.

SEMA-7

Associated connection << >> is invalid. This is an internal software error.

The connection associated with the semaphore is no longer valid.

SF-series Messages

The SF-series messages pertain to Selected File component exceptions.

SF-2

The session specified is not listed as one that contains files to be restored. The File History Database may be corrupt.

To verify the File History Database:

1.   Open the Operations menu in Resource Manager.
2.   Select History Database Maintenance.
3.   Choose Verify.

If the database fails to verify, restore the File History Database from media as follows:

1.   Open the Operations menu in Resource Manager.
2.   Select Restore.
3.   Choose History Database.
4.   Retry the operation.

If the problem persists, report it to Palindrome Technical Support.

SF-3

Unable to add this file to the list of files to be restored. The File History Database may be corrupt.

Follow the recommended actions for error SF-2.

SF-6

Could not find the file in the list of files to be restored. The File History Database may be corrupted.

Follow the recommended actions for error SF-2.

SF-8

No media was found that could restore any of the remaining files.

Report this error to Palindrome Technical Support.

SF-9

The user requested that Backup Director stops building the Remaining Files List.

Report this error to Palindrome Technical Support. Retry the operation or restore this item from another session.

SHA-series Messages

The SHA-series messages pertain to SCSI Host Adapter exceptions.

SHA-2

SCSI Host Adapter driver is not loaded. The entry point to the SCSI Host Adapter driver was not found.

Make sure you are using a supported firmware version and that your SCSI device is powered on.

SHA-3

SCSI Host Adapter device driver cannot communicate with Host Adapter.

Make sure the following conditions are met:

1.   The Host Adapter is installed in the system.

2.   The device driver installed is intended to be used with the Host Adapter (manufacturer or model) installed in the system.

3.   The memory or I/O addresses chosen for the Host Adapter do not conflict with another adapter in

the system.

4.	Check to see if a previous operation abnormally terminated and left the Host Adapter in an unexpected state that prevents normal operation.

SHA-4

No supported SCSI devices found when scanning the SCSI bus.

Make sure the SCSI device is properly installed, cabled, and powered on.

SHA-5

Invalid SCSI Host Adapter number. SCSI Host Adapter did not load properly.

This error usually indicates that the host adapter driver could not be loaded because the hardware could not be initialized. If the driver is not loaded, reset the hardware and server, if necessary.

This error can also occur when an invalid SCSI host adapter number is specified when configuring a SCSI device. This may be caused if a SCSI Host Adapter was physically removed from the system. Make sure the Host Adapter is installed.

SHA-6

SCSI command resulted in an invalid request result code.

Make sure you are using a supported SCSI Host Adapter card and device driver, and retry the operation.

SHA-7

SCSI device select failure. The SCSI device did not respond to the SCSI Host Adapter's attempt to select it.

Make sure the SCSI device is properly cabled and powered on. This error may also occur if the SCSI device has an internal failure that prevents it from responding. Then retry the operation.

SHA-8

SCSI bus protocol error detected.

Make sure the SCSI device is properly cabled, the cable length is within specification, and the SCSI bus is properly terminated. Also be sure the SCSI device and its firmware revision are supported. Then retry the operation.

SHA-10

SCSI bus data transfer overrun or underrun. This is usually caused by a SCSI cabling problem.

the SCSI device is properly cabled, the cable length is within specification, and the SCSI bus is properly terminated. Then retry the operation.

SHA-11

SCSI device reported an error.

Retry the operation.

SHA-12

SCSI command was aborted by host.

Retry the operation.

SHA-13

Unknown or invalid Service Request Block status returned by SCSI driver.

Make sure you are using a supported SCSI Host Adapter card and device driver, and retry the operation.

SHA-14

Unknown or invalid Service Request Block Host status returned by SCSI driver.

Be sure you are using a supported SCSI Host Adapter card and device driver, and retry the operation.

SI-series Messages

The SI-series messages pertain to Session Index exceptions.

SI-2

An illegal pointer was passed to the Session Index.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

SYS-series Messages

The SYS-series messages pertain to system exceptions.

SYS-1

Timeout occurred during I/O operation. Duration = << >> seconds.

TD-series Messages

The TD-series messages pertain to tape drive exceptions.

TD-1

The backup device has rejected an option or SCSI command because the device is in an incorrect mode (Palindrome supported backup devices must be capable of interpreting the SCSI-2 command set) OR an internal software failure has occurred.

Ensure the backup device's firmware is supported for this software version and for the server's NetWare version(download CDL40.ASC from the Palindrome BBS for a supported devices list). When supported firmware is in place, retry the operation.

TD-2

The backup device has detected that the media is nearly full and has reported an end-of-media warning. The application may request another media to continue the operation.

Follow instructions when media is requested to continue the operation.

TD-3

The backup device has reported a hardware error. This can be caused by backup device hardware failure, defective media, or backup device write/read heads in need of cleaning or servicing.

1.   Reset the backup device and repeat the operation.
2.   Use an approved cleaning cartridge to clean the backup device heads.
3.   Retry the operation.

TD-4

The backup device has reported a hardware error. This can be caused by backup device hardware failure, defective media, or backup device heads in need of cleaning or servicing.

Follow the recommended actions for error TD-3.

TD-5

The backup device has reported a hardware error when writing to media. This can be caused by backup device hardware failure, defective media, or backup device heads in need of cleaning or servicing.

Follow the recommended actions for error TD-3.

TD-6

The backup device has reported a hardware error when reading from media. This can be caused by a backup device hardware failure, a media that was damaged after sessions were written to it, or backup device heads in need of cleaning or servicing.

1.   Reset the backup device and repeat the operation.
2.   Use an approved cleaning cartridge to clean the backup device heads.
3.   Retry the operation.

If this was a restore operation and if the problem still persists, this media may be damaged and other media containing this file should be used, if possible.

TD-7

The backup device has reported a media error. This can be caused by backup device hardware failure, a defective or exceptionally worn media, or backup device heads in need of cleaning or servicing.

1.   Reset the backup device and repeat the operation.
2.   Use an approved cleaning cartridge to clean the backup device heads.
3.   Retry the operation. If the problem persists, retry the operation with a different media.

TD-8

The tape drive has reported a media error when positioning. This can be caused by backup device hardware failure, a defective or exceptionally worn media, or backup device heads in need of cleaning or servicing.

Follow the recommended actions for error TD-7.

TD-9

The tape drive has reported a media error while reading from media. This can be caused by backup device hardware failure, a defective or exceptionally worn media, or backup device heads in need of cleaning or servicing.

Follow the recommended actions for error TD-7.

TD-10

The tape drive has reported a media error while writing to media. This can be caused by backup device hardware failure, a defective or exceptionally worn media, or backup device heads in need of cleaning or servicing.

Follow the recommended actions for error TD-7.

TD-11

The tape drive has reported an unexpected file mark when reading. This may be caused by unsupported firmware or a software error.

Ensure the backup device's firmware is supported for this software version and for the server's NetWare version (download CDL40.ASC from the Palindrome BBS for a supported devices list). When supported firmware is in place, retry the operation.

TD-12

The backup device has reported an unexpected end of data. This may be caused by unsupported firmware or a software error.

Ensure the backup device's firmware is supported for this software version and for the server's NetWare version (download CDL40.ASC from the Palindrome BBS for a supported devices list). When supported firmware is in place, retry the operation.

TD-13

The backup device has reached the physical end of media. This can be caused by the device's failure to signal the early end of media warning.

Ensure the backup device's firmware is supported for this software version and for the server's NetWare version (download CDL40.ASC from the Palindrome BBS for a supported devices list). When supported firmware is in place, retry the operation. If the problem persists, retry the operation with a different media.

TD-14

Some tape technologies separate session contents and session data into separate partitions. An invalid session directory partition size was specified.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

TD-15

No residual data count for the preceding command.

Retry the operation. If the error persists, report it to Palindrome Technical Support.

TD-16

Invalid tape block length. The tape may have been used with another application that uses a different block size.

1.   Ensure the media is in a format used by this software (media formatted in Palindrome PALDF format and media formatted by other vendors must be reformatted prior to use).

2.   Ensure that the backup device's firmware is supported by Palindrome for this software version and for the server's NetWare version. (Download CDL40.ASC from the Palindrome BBS for a supported firmware list).

3.   Retry the operation.

<u>VMEM-series Messages</u>

The VMEM-series messages pertain to Volume Manager exceptions.

VMEM-1

Virtual memory passed incorrect page handle. This condition is normally associated with programs that overstep program memory boundaries.

Remove any unnecessary applications and drivers and retry the operation.

VMEM-2

Virtual memory page size error: << >> .

This condition is normally associated with programs that overstep program memory boundaries. Remove any unnecessary applications and drivers and retry the operation.

VMEM-3

Virtual memory file write error: << >> .

Check for the following conditions:

1.   The volume may be dismounted or out of space.
2.   A disk sector may be corrupt.
3.   There may be user volume or directory restrictions.
4.   The user may have insufficient rights to directory.

If any of these conditions exist, correct the problem and retry the operation.

VMEM-4

Virtual memory file read error: << >> .

Follow the recommended actions for error VMEM-3.

VMEM-5

Virtual memory file seek error: << >> .

Follow the recommended actions for error VMEM-3.

VMEM-6

Virtual memory file open error: << >> .

Follow the recommended actions for error VMEM-3.

VMEM-7

Virtual memory page allocation failed.

Verify that your virtual memory is configured correctly. Refer to your DOS documentation for instructions on modifying the EMS and virtual memory information in the CONFIG.SYS file.

VMEM-8

Virtual memory EMS read error.

Follow the recommended actions for error VMEM-7.

VMEM-9

Virtual memory EMS write error.

Follow the recommended actions for error VMEM-7.

VMEM-10

Virtual memory EMS allocation failed.

Follow the recommended actions for error VMEM-7.

VMEM-30

Invalid seek in virtual file.

This condition is normally associated with programs that overstep program memory boundaries. Remove any unnecessary applications and drivers and retry the operation.

VMEM-208

Invalid EMS page token.

Verify that your virtual memory is configured correctly. Refer to the DOS documentation for instructions on modifying the EMS and virtual memory information in the CONFIG.SYS file.

VMEM-209

Insufficient expanded memory.

Follow the recommended actions for error VMEM-7.

VMEM-210

Too many blocks of EMS were allocated.

Follow the recommended actions for error VMEM-7.

VMEM-211

Attempted to allocate an EMS block of size 0.

Follow the recommended actions for error VMEM-7.

VMEM-212

The expanded memory requested could not be mapped.

Follow the recommended actions for error VMEM-7.

VMEM-216

There is no more expanded memory available.

recommended actions for error VMEM-7.

WENV-series Messages

The WENV-series messages pertain to Palindrome Windows Checker environment exceptions.

WENV-1

The version of NETX loaded is not a supported version.

Upgrade to a newer version of NETX.

WENV-2

The version of VLMs loaded is not a supported version.

Upgrade to a newer VLM version.

WENV-3

No supported Netware requestor was found.

Install either NETX or VLMs on the workstation.

WENV-4

The version of NETWARE.DRV loaded is incorrect.

Change the SYSTEM.INI [boot] section to load the correct NETWARE.DRV.

WENV-5

The version of the << >> is incorrect.

Upgrade the DLL to a newer version.

WENV-6

NETWARE.DRV cannot locate the unicode tables.

Reboot the system and run SETUP.EXE again to update the Windows environment so that the unicode tables can be located.

WENV-7

Can not open the NLS source file << >> .

Ensure that the unicode tables are installed on the workstation.

WENV-8

Cannot open the NLS target file << >> .

Ensure that the unicode tables located in the Windows shell NLS directory are not flagged as Read-Only.

WORM-series Messages

The WORM-series messages relate to WORM device exceptions.

WORM-2

An Invalid descriptor tag was found.

WORM-3

An error has occurred during a file seek operation.

WORM-4

A zero-length file was encountered.

WORM-5

An error occurred during a read operation.

WORM-6

The remaining capacity of the media has reached the high water mark.

WORM-7

This media is blank.

XLT-series Messages

The XLT-series messages pertain to database translation exceptions.

XLT-1

No SMDRs were found active on the network. For the translation process to continue on this volume, the server to which this volume is connected must have a SMDR loaded.

Load the proper TSA and SMDR on the server.

XLT-2

No TSAs were found active on this server. For the translation process to continue on this volume, the server must have the proper TSA(s) loaded.

Select a different server or be sure that the desired server has the proper TSA(s) loaded.

XLT-3

No workstations were found registered to this server. For the translation process to continue on this volume, the workstation where the volume is located must be registered to the server.

Select a different TSA or ensure that the desired server has one or more target services connected to it.

XLT-4

No resources were found on this target service. For the translation process to continue on this volume, the target service must make the resource (representing the volume) available.

Select a different target service or ensure that the workstations are registered to the server by specifying the server name when loading the TSA at the workstation.

XLT-5

The volume << >> could not be found. This may be a DOS workstation volume, or the server may not have a TSA and SMDR loaded.

Either specify the location of this volume manually or skip the volume now and translate it later. Before translating, be sure the proper TSA(s) are loaded.

XLT-6

The operator has chosen to abort the translation process. The installation process will end and the System Control Database will not be translated.

Reinstalling and specifying the same directory will recopy the installation files from diskette and will begin translation of the System Control Database.

XLT-7

Could not log into the Target Service Agent << >> . The Auto Login Name has been tried with the Auto password, with no password, and with any Target Service specified password without success.

Enter a password so that the translation process can continue, or press ESC at the password prompt to skip this volume.

XLT-8

The password specified to log into the target service << >> is invalid.

Enter the correct password at the password prompt or press ESC to select a different target service

XLT-9

The workstation volume record for the volume << >> was not translated due to an error or to a user request that the translation be skipped.

If desired, the workstation volume can be translated at a later time in Resource Manager.

XLT-10

The resource << >> does not contain a File History Database. This resource may not correspond to the workstation volume being translated.

Select the correct resource name, then retry the operation.

XLT-11

The File History Database for this resource could not be copied to the path << >> . This File History Database for this resource will be skipped, but can be translated later.

To translate the File History Database at a later time:

1.   Tag the resource in Resource Manager.
2.   Open the Operations Menu and select Translate History Database.

XLT-12

The server << >> cannot be used to store the File History Databases from a workstation volume(s). The server selected during the upgrade process must be a NetWare server, with a Target Service Agent and SMDR loaded.

Select a different server with a proper TSA and SMDR loaded or press ESC to skip the volume. The File History Database can be translated at a later time as follows:

1.   Tag the resource in Resource Manager.
2.   Open the Operations Menu and select Translate History Database.

XLT-13

There are one or more session passwords configured, but this software version does not support session passwords.

XLT-14

Redirections on restores have been disabled in the old database. This software version does not allow restriction on redirected restores.

XLT-15

The << >> located in << >> could not be translated.

XLT-16

The translation object list has been exhausted.

This is an internal error which should never be reported.

XLT-17

Database translations from version << >> are not permitted.

This is an internal error which should never be reported.

XLT-18

<< >> records cannot be written to a version database.

This is an internal error which should never be reported.

XLT-19

<< >> records cannot be converted from version << >> to version << >> with this program.

This is an internal error which should never be reported.

XLT-20

A serial number for EVALUATION software (with a 45-day working limitation) was entered. Existing installations cannot be upgraded using EVALUATION software.

To evaluate the product, create a new installation. Note that File History Databases created with EVALUATION software can be preserved when upgrading to unrestricted (no 45-day limitation) software.

XLT-21

A rule for files matching the pattern << >> in the directory << >> was missing. The default rule has been created.

XLT-22

A rule for files matching the pattern << >> in the directory << >> differs from the default rule. The current rule is << >> and the default rule was << >> .

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